WEST HIGHLAND
SUPPORT SERVICES

PROACTIVE MARKET DATA MANAGEMENT AT ITS BEST

Remote Protect is a premier 24x7 service designed for all clients to remotely manage and support market data delivery systems. Clients are able to maximize the value of their own employees and have their market data infrastructure properly managed by a trusted partner. This offering includes architecture design, installation, upgrades, remote support and West Highland's own custom implementation of an open source monitoring tool. Remote protect is comprised of four key features:

- Architecutre and Design
- Installations and Upgrades
- Custom Monitoring Tool
- Real-time Monitoring & Reporting

KEY BENEFITS OF REMOTE PROTECT

- Custom support schedule by Leader in global Market Data Remote Support
- Proven to reduce cost of support / TCO
- Proactive Analysis of system health and application performance
- Vendor agnostic support guarantees your interests are protected
- Monthly Reporting on trends, incidents and presentation of recommendations
- System Trend Analysis are conducted on a monthly bases. Daily peaks are analyzed in real time to alert the client of any deviation from normal operation
- No Install or upgrade charges for supported systems
- West Highland custom developed monitoring tool included
- Mitigates risk of attrition or rightsizing
- Provides internal teams with career growth and increases value to your firm

FEATURES

Architecture and Design

A key component to any technology implementation is its design. West Highland works with your team to present the most efficient, resilient design that serves your business best.

Installation and Upgrades

Throughout the entire contract term, all installations and upgrades are included. WHSS stages, deploys, builds on or off site.

Custom Monitoring Tool

West Highland has leveraged its experience to create a custom monitoring tool using industry standard interfaces. This tool is provided to our clients as part of our service agreement and is the identical tool that we use to support your infrastructure(s). This full feature tool has been customized to provide alerts, trending, charting and overall enterprise health of the trading system.

Real-Time Monitoring & Reporting

This service provides a trained West Highland engineer identifying a problem and taking the appropriate course of action.

We maintain a direct connection to your infrastructure for the contracted period. We produce daily status reports, incident reports, trend analysis and monthly management summaries on all monitored components

Detailed Management Lowers TCO

Now more than ever, every aspect of your market data spend is scrutinized.

West Highland provides cost effective support of market data infrastructures coupled with detailed analysis and trending of data usage. This information enables you to address the size and capacity of your infrastructure, eliminate unnecessary technology, and deploy more effective, capable platforms.

This detailed management lowers the TCO and cost of support while allowing you to focus on your business during the day and to close your eyes at night.

West Highland has commoditized the management and support of Market Data infrastructures resulting in overall savings.

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