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IPC + tekVizion

Control & Oversight: Unigy® Test Automation



Unigy®

Connecting opportunities

Control & Oversight: Unigy Test Automation

- **91%** of CxOs believe that network resilience and uptime is a top technology issue
- **79%** of compliance officers believe their IT departments do not understand compliance requirements
- **58%** of bank leaders see operating cost reduction as a strategic priority

Back Office operations teams are being squeezed. Business leaders are demanding innovation and competitive edge, but they expect faultless network resilience and uptime. Regulators are increasing the burden on trading floors, and yet existing manual IT processes expose banks to compliance risk. Operating costs are being forced down and headcount is under pressure, but the only time the Ops team can get access to the trading floor to test business critical systems is outside trading hours – thus limited to daily at pre-open and/or aftermarket close, weekends and over public holidays.

Workflow automation addresses these challenges, by minimizing manual processes with proactive automated testing to accelerate time-to-deployment and reduce costly downtime and overheads.

The current environment

Investment banks' IT teams are confronted by a dynamically changing environment. Relentless network configuration and provisioning changes, coupled with regular software upgrades tie up Ops teams with repetitive, manual tasks.

The reasons for software upgrades are as varied as they are business critical. From monthly security patches to mitigate threats to the firm's **data protection** to quarterly break/fix patches and half yearly feature enhancements via software releases for improved **reliability** and **productivity**, the frequency of these incessant but essential software upgrades consumes an increasingly resource constrained IT team.

However, software upgrades and network changes can impact the reliability of the production system. A system outage will close a trading floor, costing millions in lost transactions; a breakage of functionality impacts trader performance and costs premium-rate emergency IT support to fix.

Banks' Ops teams have put processes in place to mitigate software upgrade risk. Lab certification of software enables them to replicate the production system and test it before deployment. But long and elaborate test plans can at times last 3-6 months and require 3-4 dedicated engineers.

Post upgrade testing on the production system is even more time intensive.

IT engineers must physically "walk-the-floor" immediately after the software upgrade and test every turret on the trading floor. It can only be done when the trading floor is closed and can require 10-20 people all working overtime. And if a fault is found, the whole system could be rolled-back and have everything repeated the following weekend.

Today testing is manual – it is long, expensive, unpredictable, and unreliable; and it's not adding value, all this time and effort is just to make sure the systems are working.

Workflow automation as the solution

Workflow automation transforms outdated manual processes into proactive and fit-for-purpose workflows that support and deliver on business objectives.

Automation **mitigates risk** of lost business by guaranteeing maximum uptime. Its **increased speed** accelerates software deployment & IT's responsiveness. Augmenting manual testing with automation **eliminates user errors**, maximizing trader productivity. It provides the business with **greater visibility**, analyzing trends, accelerating defect discovery and driving **greater efficiency** through improved business performance and reduced costs.

Put simply, workflow automation increases quality, lowers solution costs and accelerates time to value.



How proactive, automated testing accelerates deployment of software upgrades, updates, and security patches

IPC and tekVizion are working with investment banks to augment manual testing of the award winning Unigy trading communications platform with the fully automated onPOINT FS, dramatically mitigating risk and reducing the cost while increasing the coverage of testing. Together, IPC and tekVizion are streamlining software certification and deployment workflows for trading communications.

Key features of onPOINT FS

- Automated product testing
- Scheduled or on demand testing
- Pre-defined or customized test plans
- Dynamic & consolidated reporting
- Play audio from remote dial-up numbers
- Audio validation
- Notification on execution status (email/text)
- Fast identification and resolution of problems
- Voice Recording verification

onPOINT FS Workflows

- **Lab** – used in the lab, onPOINT FS will certify software upgrades before deployment, eliminating unnecessary delay in critical updates going live
- **Software Upgrades (walk-the-floor)** – used for production, onPOINT FS will validate functionality of turrets, for example by using test media for audio recording compliance
- **Readiness** – used for production, after hours scheduled automated testing provides proactive alerting on issues; Recording checks can be integrated into test plans
- **Migrate & deploy** – used for production, onPOINT FS will automate the migration of users and the deployment a new Unigy production system, automating repetitive manual tasks and freeing IT to focus on creating value for the business



THE BUSINESS CASE FOR PROACTIVE TEST AUTOMATION

The case is clear. Investment banks' IT teams are under pressure to deliver more, and for less. For banks with 1000-5000 turrets, onPOINT FS pricing is only a small fraction of the voice trading system investment and yet delivers tangible annual business value.

- onPOINT FS delivers **60-70% cost reduction on testing** – that's **\$600k to \$1.3M annual savings**
- onPOINT FS maximizes uptime, delivering **\$8M to \$14M** in annual savings to the business

About IPC

IPC is a technology and service leader powering the global financial markets. We help clients anticipate change and solve problems, setting the standard with industry expertise, exceptional service and comprehensive technology. With a customer-first mentality, IPC brings together one of the largest and most diverse global financial ecosystems spanning all asset classes and market participants. As the enabler of this ecosystem, IPC empowers the community to interact, transact and react to market changes and challenges, and we collaborate with our customers to help make them secure, productive, compliant and connected. Visit ipc.com and follow us on [LinkedIn](#) and [Twitter \(@IPC_Systems_Inc\)](#).

About tekVizion

tekVizion validates, certifies, and automates Unified Communications and collaboration to accelerate Connected Business. Our deep expertise and vendor neutrality makes us the most trusted partner in the industry. In an increasingly connected world, we pre-empt the disconnect. Learn more at www.tekVizion.com or [@tekVizion on Twitter](#).

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