

Case study: Quod Financial

Monitoring the complexities of the trading market from a single pane of glass



ITRS
GROUP



Background

[Quod Financial](#) is a multi-asset OMS/EMS trading technology provider focused on automation and innovation.

With offices in Paris, Dubai, Hong Kong and New York, Quod's adaptive trading technology and data-driven architecture support the high demands of the e-trading market by combining ML-enabled decision-making tools with a non-disruptive approach to deployment.

Quod's adaptive trading technology and data-driven architecture support the high demands of the e-trading market



The challenge

Complexity, visibility and time-consuming
processes

Operating within the demanding complexities of the **trading environment**, Quod Financial needed a monitoring solution for both hosted and on-premise solutions that provides **complete IT infrastructure monitoring** while also giving visibility over specific trading activity.

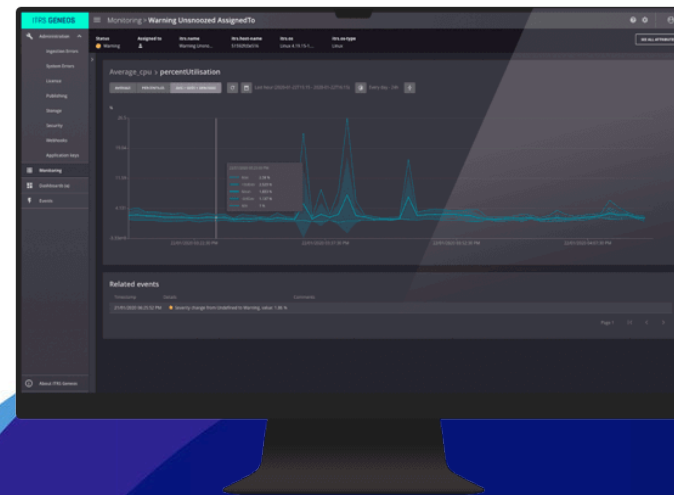
Quod's IT teams need to be able to **act pre-emptively to problems** to mitigate any performance impact on trading systems in circumstances where any outage can result in large financial losses.

With this in mind, Quod Financial chose **Geneos** as their real-time monitoring tool in 2013. Geneos provides a single pane of glass view over servers, applications, networks, processes, latency, log files and market data. It also can be easily integrated into clients own monitoring solutions to give customer operations teams confidence in the performance and stability of their applications.

In their own words, "Geneos provides automation and a single view at an

application, trading and hardware level, whereas other tools would require us to implement manual processes."

Over the years, Quod Financial has faced common technology challenges such as failed patch updates, market feed disconnection and orders not populating in their systems due to FIX session connection issues. All of these issues benefit from Geneos's capabilities in real-time problem detection, reducing manual workflows and improving real-time visibility and alerts.



The main task

Automation and real-time alerts through FIX
Analyser

From identifying delays and bottlenecks through infrastructure monitoring providing real-time database query alerts to detecting application anomalies in real time, Geneos has enabled Quod Financial to monitor all their servers, applications, network, processes, latency, log files and market data using a holistic approach.

When asked to choose one Geneos feature that they consider particularly beneficial, Quod Financial has identified the FIX Analyzer as one of the biggest advantages brought by ITRS's monitoring tool.

The FIX Protocol is a well-known and widely used electronic communications system that facilitates and standardises the exchange of information within the global trading market. FIX is used around the globe to complete millions of transactions every day, and it's a critical component for traders and trading technology providers such as Quod Financial.

By collecting all FIX messages, storing them both locally and in a centralised database

managing all the Netprobes FIX Analyser empowers Quod Financial's IT team to quickly detect any abnormal order patterns, identify order cancellations and rejections received by the FIX gateway, and monitor message rates and average latency in real-time.

FIX Analyser provides a comprehensive and automated view of all orders and triggers alerts, enabling the IT support team at Quod Financial to act fast to fix any issues before they impact the business or its clients.



The outcome

Resilience, business efficiency and cost savings

Through FIX Analyser, Quod Financial can identify order rejections and anomalies without having to manually dig through logs – as well as spot any latency in response times.

By providing automation, Geneos helps Quod Financial free up resources within the IT support team, reducing mean time to resolution (MTTR), and enabling IT support to meet their agreed service levels through seamless integration with their Service Desk platform.

For added peace of mind, Quod Financial has chosen to use ITRS's managed services to ensure continued support for their production environment, access to the daily operational checklist and taking advantage of their 5-minute critical response SLA.



When summing up the benefits of choosing Geneos as their real-time monitoring tool, Quod Financial said:

"We look at the problems that the industry faces and see how to reduce costs by finding the right partners to provide the right solutions. Our IT operations team agree that Geneos provides the best solution for the complexities of the trading market, using the quickest and most advanced technology."

Quod Financial

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