CJC

SOCIAL MEDIA SUMMARY

April 2020 Review

CEO COMMENTARY

01. PROFESSIONALISM OF OUR SUPPORT TEAMS

In these difficult times, CJC's priority remains the health and safety of our staff and loved ones. Nevertheless, as our whole organisation is now into a fourth week of working from home, I'd just like to pay tribute to our teams' ongoing commitment and professionalism. One part of our operations provides 24/7/365 managed service customer support for a market data estate that covers 23 data centres and over 2,000 servers globally. March saw a 31% increase in fault tickets and a 33% increase in service requests – yet resolution for both stayed 100% within our agreed (extremely stringent) KPIs. We're working safely but diligently, and I'm proud to confirm that CJC remain open for business and ready to deliver world class market data technology consultancy and services.

02. PLANNING AHEAD

Before Easter, I talked about the ongoing commitment and professionalism of our operational teams in the shadow of Covid-19, enabling us to stay 100% within agreed KPIs for managing our customers' market data estate globally. But it's also critical for us to plan ahead; to use this time to consider what the 'new normal' will be and how we at CJC can best help our customers maintain robust, flexible and efficient market data systems. And that's what we're doing right now - working safely, as well as diligently to support customers in these difficult times, but also to support them in the future.

CEO COMMENTARY

03. OUR REAL STORY

At CJC, we're justifiably proud of our reputation of being world class experts in TREP and associated products. But that really is only part of our story. We've been involved in the specialist world of market data systems for over 20 years. That has given us an unparalleled breadth and depth of experience and expertise across the whole spectrum of platforms, technologies and vendors that support the real time delivery of market data. We design, build and operate market data systems, using that experience and expertise to address clients' specific requirements. That's our real story.

04. CJC WELL PLACED

Last time I talked about our pride at being acknowledged as world class experts in TREP and associated products. We helped establish the concept of platform support as a service and we've supported EaaS globally since 2005 for Reuters, Thomson Reuters and now Refinitiv. But as well as operational support, we've also provided consultancy and services to vendors and corporate clients on broader technology issues around market data systems. Put quite simply, we can design and build great infrastructures because we know how to operate them. We know what works, where challenges originate and most importantly, how they can be overcome. As the strategic imperative for digital transformation is given further impetus by the worrying reality that many platforms are over ten years old, CJC are particularly well placed to help clients address the approaching 'new normal' and secure the robust, flexible and efficient market data systems they need.

CEO COMMENTARY

05. OUR CAPABILITIES

My posts in the last few weeks have mentioned our capabilities around the design, build and operation of market data systems. At this point I'd like to elaborate a little. In CJC, design embraces systems design, auditing, benchmarking and application development; build includes systems engineering and testing, as well as implementation; while operation takes in monitoring, technical support and the commercial management of data. We firmly underpin that methodology suite with four core proficiency pillars. I've covered two of them before – our rich twenty years of experience and the depth of our market data technology expertise. In addition, we have governance, comprising robust processes for KPI success, as well as rigorous adherence to standards; and smart technology. This fourth pillar embraces the use of industry estate management tools, automation initiatives to improve workflow and the development of accelerator technologies. You may have seen recent posts from us around one of those technologies – mosaicOA, a key component in our capabilities to deliver optimal market data systems.

06. THE 'NEW NORMAL' FOR CLIENTS

Last month, I mentioned the need to consider what the new normal will be in our industry. According to IDC, organisations in 2019 spent nearly $1.2 trillion on digital transformation. Despite this headache inducing figure, an MIT Sloan Management Review Review Study & Report indicated that only 13% of leaders believe their firms are ready to compete in the digital age. But with the appearance of Covid-19 now putting the global economy into a blender, I believe things are changing. Mohit Joshi has suggested that agility, scalability and automation will be the watchwords for the new business era - applicable to businesses both large and small. I agree. Our clients in the capital markets technology space are facing a raft of challenges, from the tactical to the strategic; from the best ticketing system, to how best to put market data use cases in the cloud. We've aligned CJC and our capabilities to help them move towards an optimal market data system - one that is agile, scalable and embraces automation.

01. WE'RE OPEN!

To help safeguard the health of our staff and loved ones, CJC followed coronavirus related government advice earlier this week and successfully transitioned UK and US operations to home working. Our staff in Asia were already working from home, but with hopeful news emerging from the region, the Hong Kong and Singapore teams are now preparing a move to split shifts. They will revert should circumstances change. So, thanks to the huge commitment and professionalism of all our teams, CJC remain very much open for business and ready to deliver world class market data technology consultancy and services.

02. 2020 TRADINGTECH INSIGHT AWARDS USA SHORTLIST ANNOUNCED!

Bringing the same emphasis on operational and product excellence in financial trading technology, the TradingTech Insight Awards reflect the different challenges facing market practitioners and suppliers as they seek to develop trading and data solutions in this rapidly changing marketplace.

We're delighted to be shortlisted for Best Specialist Market Data Consultancy and Best Cloud-Based Market Data Solution at the 2020 TradingTech Insight Awards USA! Please vote CJC! For more information around our Cloud, Support and Commercial Management capabilities, visit our website!

TradingTech Insight Awards 2020 USA
from **A-Team** Group

Attention all Financial Institutions

Shortlist Announced!

As an end-user of financial technologies we really need your opinion on who you think should be our winner in each category. We ask you to view our categories and cast your vote in our survey to help us choose a worthy winner.

Voting Open to Financial Institutions Only
Ends Midnight, Thursday May 7th 2020

Bringing the same emphasis on operational and product excellence in financial trading technology, our US awards reflect the different challenges facing market practitioners and suppliers as they seek to develop trading and data solutions in this rapidly changing marketplace.

Vote Now!

03. DIGITAL TRANSFORMATION - MEANINGLESS BUZZWORD?

The misinformed overuse of the 'digital transformation' phrase has resulted in its descent into the realms of meaningless buzzwords. But perhaps perversely, a digital transformation strategy is vital to business survival, requiring an infusion of new technologies into a firm's products, processes and strategies. As Lee James comments in the article, in reality, digital transformation is not a central activity, but is inherently fragmented across different parts of the business - challenging to ultimate success though that may be. At CJC, the basis of our market data system consultancy approach is to augment, not necessarily replace; to retain what works well - at least for now - and invest in new technologies elsewhere in the estate. Overall strategy is key. Read the full article here!

04. CLOUD NATIVE - MEANINGLESS BUZZWORD?

Here's an interesting article, this time debating the meaning of 'cloud native'. Our view is that this is one buzzword not to get too hung up on. For example, at CJC, we talk to clients about their requirements from a use case perspective. We then use our experience and expertise to consider and recommend (not to mention build and operate!) the appropriate cloud, on-prem or something in-between, technology that will address those use cases. Should we be talking about 'solution native'? Read the full article here!

[05. mosaicOA: AN INTEGRAL COMPONENT OF OUR SUPPORT MODEL](#)

An integral component of our managed service ops support model, mosaicOA is an IT ops analytics tool that provides a window on clients' data technology estate. It ingests all relevant metrics & events from a client's IT monitoring platform into an InfluxDB time-series database which, via a flexible front-end, can be interrogated to deliver and visualize key stats on client systems' performance & capacity. And it's not just a comprehensive reporting tool, mosaicOA also has vital predictive capabilities – particularly around resource capacity. Learn [more](#)!

CJC/Client Platform Performance Dashboard – showing 60 days system behaviour.

STEVE MORETON, GLOBAL HEAD OF PRODUCT MANAGEMENT AT CJC, ADDED: "From a client perspective, peace of mind perhaps summarises the key benefit of mosaicOA. The tool effectively provides an insurance policy against unexpected infrastructure issues – including those around capacity management – enabling rapid identification and rectification before they cause expensive, and potentially reputational, damage. Cost savings, though difficult to quantify, are potentially significant."

06. mosaicOA: CAPITAL MARKETS IT INFRASTRUCTURE ANALYSIS

At CJC, we understand capital markets technology. In his latest post, Steve Moreton describes the infrastructures as living ecosystems - each with their own unique technical identity. Their analysis and vital capacity management require a platform that can economically and indefinitely store the big data they create, as well as rapidly analyse and visualise it to guide strategy. Learn more!

Final Dashboard

STEVE MORETON, GLOBAL HEAD OF PRODUCT MANAGEMENT AT CJC, ADDED: "Capital markets IT analysts and capacity managers need a platform that can handle the big data created by the specialist IT technology, storing it both indefinitely and economically. They also need a powerful front end that can drill down into this data and quickly interrogate and visualize. They need industry specific features to manipulate the data and inform strategy. mosaicOA, created for the capital markets by its industry engineers and developers provides the solution."

## 07. mosaicOA: CAPACITY MANAGEMENT DURING COVID-19

In this ongoing challenging environment, the capital markets sector has also clearly been impacted. one aspect, the unprecedented message volatility brought about by Covid-19, needs instant and predictive capacity management. Steve Moreton has set out how mosaicOA can help. Read more!

Typical behaviour of TREP system before/during/after volatility (54 million IT metrics).

STEVE MORETON, GLOBAL HEAD OF PRODUCT MANAGEMENT AT CJC, ADDED: "World events are still ongoing of course and will continue to impact technology over the weeks and months to come. Although capacity management is a business as usual process, CJC are continuing to support and work with our client base to help keep systems running during this unprecedented time of volatility."

Global TREP Market Data Update Rates - 02.10.2020 - 03.20.2020
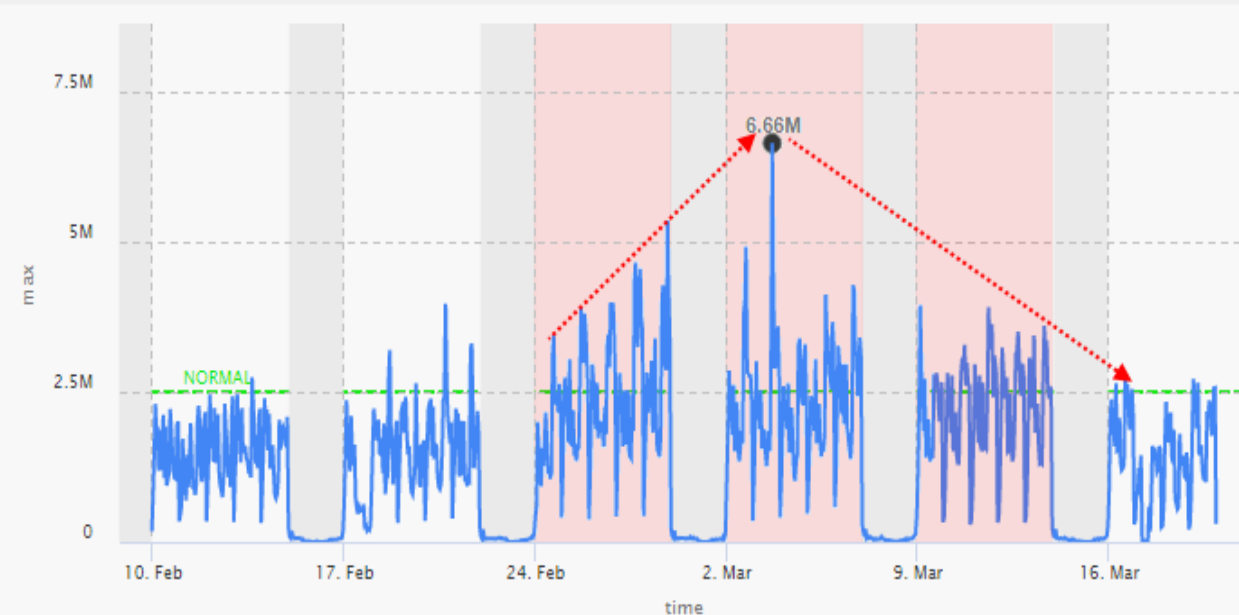
08. mosaicOA: CRITICAL ISSUE IDENTIFICATION

Critical Issue Identification

In the capital markets, firms can have hundreds critical IT servers and appliances,distributing real time data globally. These servers are monitored 24x7, creating thousands of IT metrics and events. When an unprecedented issue occurs, there is a raft of information to decipher.

Background and Context

Recently one of our clients, a global tier 1 bank using mosaicOA - our IT analytics platform - to analyse their entire capital markets estate, had a notable data centre outage. Despite effective resiliency – end users did not lose service – it was still of paramount importance to isolate the specific issue and ensure any and all rectification measures were put in place.

The issue amounted to a suspected network outage between two London data centres housing the Refinitiv TREP platform and specific services impacted included the client's internally generated EMEA market data feed. Although the event occurred outside EMEA market hours, US users connected to this internal feed and were therefore impacted.

A major, unprecedented event will have immediate priority on rectification processes. In this instance, resiliency placed on the platform ensured that no users were disconnected or had any interruption to service – however the system was now vulnerable, with an increased risk of system impact to end users. Initial checks of the monitoring platform demonstrated that servers which provided the service, residing in two separate data centres, were online. However, they were not connected to each other. This suggested a network outage – a unique issue, since other parts of the network were connected and resilient. Engineers had to undertake a comprehensive review as part of their escalation procedures.

Rapid identification of a major issue in a firm's IT architecture, facilitating a swift resolution, is critical. mosaicOA, CJC's IT analytics and visualization tool, is effectively an insurance policy against such unexpected issues - before they cause expensive and possibly reputational damage. Take a look at our latest case study on critical issue identification, or visit our website for more information…

CJC

Market Data. Optimized.

09. HOW ONE CORONAVIRUS INITIATIVE IS HELPING TO PROTECT THE FRONTLINE

Workers on the frontline are routinely risking their lives to keep others alive – so it seems only right that we should do what we can to support them in their darkest hour. At CJC we're delighted and proud that one of our technology experts, Bill Reynolds, has joined the 3DCrowd UK project to support those on the frontline of the COVID-19 pandemic. Read his story here!

10. WHAT IS DATA SEPARATION AND WHY IS IT IMPORTANT IN THE CLOUD?

There are a myriad of issues that firms need to consider when they look to take advantage of the strategic flexibility afforded by cloud technology. This useful article raises a few. But as a market data systems specialist, at CJC we're uniquely well placed to help guide you through all the issues and options you'll face. Our status as a Google Cloud Partner will attest to that.

THANK YOU FOR READING

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