WEST HIGHLAND SUPPORT SERVICES

MANAGED SERVICES GROUP

DATA NOTIFICATION MANAGER V3.6

DIGITAL INTELLIGENCE AND INSIGHT VIA DATA NOTIFICATION MANAGER (DNM)

Staying in front of the daily changes to the millions of data points that impact your business is mission critical. Not knowing the effect that a change notification has on applications or users puts your business at risk of service outages and financial impact. Changes not being communicated to stakeholders and processed in a timely manner drastically impacts a firm's bottom line.

DNM provides clients with a granular view of the impact that vendor service changes have, down to the instrument level so your business knows exactly what changes need to be made, mitigating impact to the business. In the past, most changes were announced for a data package or bundle as they happened, leaving business application managers and data support teams with the time-consuming task of determining impact to the business' intraday workflow. Prevent and eliminate revenue impacting service disruptions and license fee increases using DNM.

FEATURES

Automation

Digitize and automate your entire data notification workflow eliminating manual effort, while mitigating financial risk. Direct email and service ticket integration (JIRA) from DNM enhances straight through processing greatly reduces time and is 100% accurate.

Change Insight and Sentiment

Cutting edge algorithms tailored for specific alerts. DNM identifies, tracks, and categorizes impact to RIC's and Tickers, vendor code(s), product code(s), asset class/security types, application, and end user(s).

Rest API and Dashboard to Access All DNM Content

Search notifications through a REST API or dashboard by product, security code, type, service & venue source, impact by business, region/locale, application, and user(s). Clients can also create and store change histories.

E-Notification

Continuous "impact alerting" to ensure business and technology teams are notified of changes and revisions. Ensures global change management protocols are in place that follow internal and industry best practices.

Change Calendar

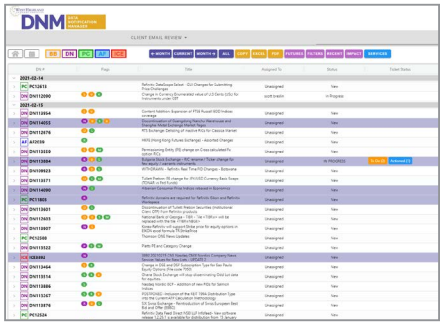
Global calendar that provides a GPS-like industry and company perspective. Use as standalone or integrate it into your firm's corporate event calendar. Filter calendar to display DN's by category, impact, and user/application.

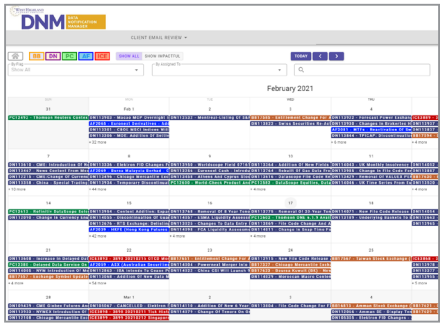
Current Vendor Service Supported

- Refinitiv – TREP, DataScope, Product and Service Notifications
- Bloomberg – BPIPE
- Activ – Content Platform
- ICE – Real-Time Feed

KEY BENEFITS OF DATA NOTIFICATION MANAGER

- Aggregate data notifications from all vendors into a single management console
- Protects business from service outage & financial loss
- Digitizes & automates notification process
- Greatly reduces process management time
- Prioritize notifications by Business Unit systems
- Access to any vendor notification
- API access to the DNM Database
- Integrates with client ticket systems
- 24-hour follow the sun support





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