



## REMOTE SUPPORT & MONITORING MANAGED CARE

### MARKET DATA TECHNOLOGY REQUIRES EXPERT OVERSIGHT

**Managed Care** is an all encompassing turnkey solution that allows clients to completely outsource their market data platform to West Highland. This offering includes hardware, architecture design, installation, upgrades, support and West Highland's own custom implementation of an open source monitoring tool. Managed Care is comprised of four key features;

- Real-Time Remote Monitoring
- Custom Flexible Support Schedule
- Hardware Capacity Guarantee
- Client Centric Design

### FEATURES

#### Real-Time Monitoring

Systems support is right-sized with technology and resources to ensure uptime and proper monitoring. This service provides a trained West Highland engineer identifying a problem and taking the appropriate course of action. Automation of scripts is never an acceptable substitute for true support.

#### Custom Flexible Support Schedule

West Highland is a 24x7 global support organization with a proven service model. West Highland realizes the uniqueness of your environment. Our monitoring schedules are built to fit your needs every time.

#### Hardware Capacity Guarantee

West Highland is the only vendor that offers a solution with an SLA that guarantees the performance of the system we deliver. If it is unable to sustain what we have designed it for we will replace the hardware at no cost to you. We design the system with ample overhead and if your business or needs change, so will your infrastructure.

#### Client Centric Design

All support models are "client centric" which means it is a collaboration between you and our system architects. You are not locked out of our systems and you receive the same monitoring interface that West Highland uses. Our tools and procedures are tailored to your specific need. There is no such thing as one model fits all.

#### Vendor Agnostic, Managed Support Drives Uptime

The business of real time market data support has long been a very specialized industry. Each client has a unique approach and unique needs. Only a vendor agnostic company can give you the guarantee that you can count on to have your interests protected.

West Highland is a long time industry leader protecting the financial community. For over 18 years our custom offerings have given clients peace of mind. We allow you to focus on your business during the day and to close your eyes at night. Our ability to create solutions collaboratively with you has set us apart from all others in the industry. West Highland Support Services provides successful support solutions to our clients that result in reduced TCO and increased up-time.

### KEY BENEFITS OF MANAGED CARE

- Complete Turn Key Solution By the Industry Leader in Market Data Remote Support
- Proven to reduce cost of support / TCO
- 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
- Proactive Analysis of system health and application performance
- No Install charges for supported systems
- No 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

**WEST HIGHLAND SUPPORT SERVICES**  
108 Mill Plain Road, Suite 250  
Danbury, CT 06811  
212.867.1848

[www.westhighland.net](http://www.westhighland.net)