



## REMOTE MONITORING SERVICES

# REMOTE ASSIST

### PROACTIVE MARKET DATA MANAGEMENT AT ITS BEST

**Remote Assist** is an Enterprise Market Data monitoring service that combines West Highlands leading remote support team and your full-time IT support staff. This service is designed for all clients that want to leverage West Highlands subject matter expertise on a limited or as-needed basis. This service can be any combination of remote hours, passive/on-call hours. Remote Assist is comprised of four key features:

- Daily Status Check
- Monthly block of hours for as needed support
- Emergency – Ad Hoc dispatch
- Flexible Scheduling

### FEATURES

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#### Daily Status Check

Every day each component of your Market Data Delivery System is inspected for proper operation. Services are confirmed to be operational and log files are reviewed to identify any problems that impact the systems integrity.

#### Monthly Block of Hours

This feature guarantees that you have access to an engineer for a specific number of hours per month for “as needed support”. Engineers will assist either on site, remotely or via telephone.

#### Emergency – Ad Hoc Dispatch

A disaster can happen at any time. This service provides a safety net should you ever declare a disaster. With AD Hoc Dispatch you have the ability to request an engineer to be deployed onsite and assist your team to bring the Market Data System back to operation.

#### Flexible Scheduling

As with all West Highland offerings, you can select a schedule that works best for you. Daytime, night time, weekends

#### Resiliency Is Not A Substitute For Support

Even the best Market Data Systems with the most resiliency require support. Clients have long made the mistake of allowing a resilient design to resolve or mask problems.

Without proper management, hidden system failures can cost you money and put you at a competitive disadvantage in the markets.

West Highland provides a cost effective solution that gives you the ability to control your own destiny. Our trained team of experts routinely inspect your technology ensuring your assets are protected and are operating consistent with industry standards.

West Highland is there for you when you need us and to keep your system operating at its best.

### KEY BENEFITS OF REMOTE ASSIST

- Custom support schedule by Leader in global Market Data Remote Support
- Proven to reduce cost of support / TCO
- Proactive Analysis of system health and application performance
- Vendor agnostic support guarantees your interests are protected
- Monthly service incident reporting
- Mitigates risk of attrition or rightsizing

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