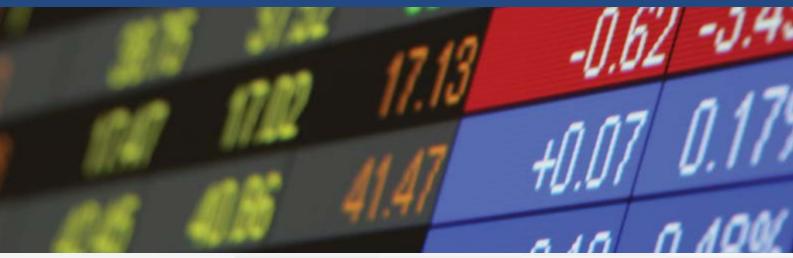# Case Study

Dorset Software: driving compliance and process management across the finance sector

White Knight Traders

White Knight Traders utilises proprietary strategies and platforms to generate wealth within complex financial markets. Its staff develops and maintains automated trading platforms.

Solution Snapshot

First, second and third line infrastructure support, servicing all non-proprietary software and hardware systems. In addition, the formulation of a robust backup strategy, ensuring the continuity of all business-critical operations.

Key Benefits

- Essential operational data protected by enhanced backup regimen

- Greater reliability is achieved as systems are pro-actively monitored

- Cost efficiencies are realised as support expenses are pooled

- System downtime is minimised, thanks to swift support response times

- Automated infrastructure monitoring allows common faults to be anticipated

- Robust security measures protect all critical systems

"Dorset Software spent a lot of time looking at our requirements, and was flexible enough to see the way we wanted to go."

Bruno Serfaty, Founder, WK Traders Llp.

The Challenge

Due to the business-critical nature of its proprietary trading suite software, White Knight Traders recognised a need for its associated infrastructure to benefit from robust maintenance. Prior to the organisation's search for professional services, these support needs were catered for by a permanent full-time employee.

Founder Bruno Serfaty explains: "There was quite a lot of scope for that person to do other activities, particularly getting involved more heavily in either the code development side of the software or the trading side. It was hard to make that individual evolve, and so it wasn't a full-time job."

The Solution

Dorset Software provided White Knight Traders with first, second and third line IT infrastructure support services, simultaneously formulating an enhanced backup regimen tailored to the organisation's specific data security needs. An array of pressing issues were addressed as a matter of priority prior to the commencement of White Knight traders' support contract, including IT policy, server data maintenance and mailbox configuration.

Support work focused upon server management, network security and backup scheduling, though was often more varied, encompassing user account administration, database maintenance and licensing compliance consultancy – among many other essential aspects of systems care.

The Benefits

White Knight Traders realised an array of benefits thanks to its partnership with Dorset Software, perhaps most significant among these was the increase in financial efficiency made possible by utilising pooled support expertise. Serfaty highlights this. "Because we're a startup, our needs are not huge - but they are there. We were trying to find the right balance, putting support in place without having the large cost associated with that support."

System stability and uptime were both heavily boosted, providing peace of mind that business operations could continue, even under the most trying of circumstances.

DORSET SOFTWARE

Introduction

A joint venture encompassing staff in both the UK and United States, White Knight Traders utilises proprietary strategies and platforms to generate wealth within complex financial markets. Calling upon many decades of experience within the sector, its staff develops and maintains automated trading platforms, deploying capital utilising the most efficient possible trading methodologies.

Business is conducted via the organisation's suite of six bespoke trading applications, in continuous operation throughout each working day. Following a morning of data collation and risk appraisal, each afternoon proceeds as stock is automatically purchased and sold according to strategies formulated by White Knight Traders staff.

The Challenge

Due to the business-critical nature of its proprietary trading suite software, White Knight Traders recognised a need for its associated infrastructure to benefit from robust maintenance. Prior to the organisation's search for professional services, these support needs were catered for by a permanent full-time employee.

> "White Knight Traders gets specialist advice and shares the cost with other Dorset Software customers. We know that our infrastructure is managed professionally to a high standard."
>
> Bruno Serfaty, Founder,
> White Knight Traders Llp.

However, demand for IT support within this small business environment proved limited. Founder Bruno Serfaty explains: "There was quite a lot of scope for that person to do other activities, particularly getting involved more heavily in either the code development side of the software or the trading side. It was hard to make that individual evolve, and so it wasn't a full-time job."

Being a specialist in the provision of IT infrastructure support within modern business environments, Dorset Software was chosen to provide this service for White Knight Traders' entire network structure, safeguarding its operational stability while minimising on expensive and inconvenient downtime.

The Solution

Dorset Software provided White Knight Traders with first, second and third line IT infrastructure support services, simultaneously formulating an enhanced backup regimen tailored to the organisation's specific data security needs. The process behind this work left an indelible impression on White Knight Traders staff. "Dorset Software spent a lot of time looking at our requirements and was flexible enough to see the way we wanted to go," Serfaty notes.

An array of pressing issues were addressed as a matter of priority, prior to the commencement of White Knight traders' support contract. These included consultancy on the formation of a standardised IT policy, the removal of redundant and inefficient server data, plus essential Microsoft Small Business Server 2011 configuration work. Having enhanced and streamlined the local IT environment, Dorset Software commenced crucial support work, addressing a range of ad-hoc and scheduled tasks.

Methodology

The business-critical nature of White Knight Traders' proprietary application suite necessitated provision of professional, reliable infrastructure support. "Our business has integrated trading technology within it which is very much embedded," Serfaty states, "therefore we need a strong infrastructure to go alongside our trading business."
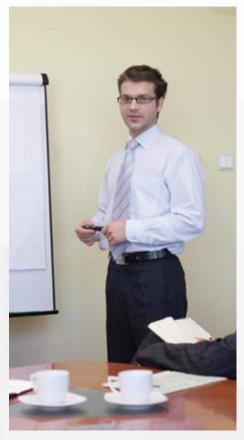
Support work undertaken by Dorset Software was wide-ranging: "The issues we had related to the server; the management of the server, management of the backup, management of the antivirus software, and making sure that the network is in good, clean shape". Besides common issues such as these, Dorset Software addressed an array of additional tasks, including user account administration, mailbox maintenance and the ongoing resolution of database issues. Finally, Dorset Software assisted in the documentation of all existing systems, managing the status of existing warranties, guarantees and licenses compliances in order to safeguard the future viability of White Knight Traders' proprietary platforms.

Technology Snapshot

White Knight Traders' IT environment consists of six desktop workstations, three laptops and a Dell T310 SME server, running Microsoft Small Business Server 2011. The network is a simple single subnet setup across two small interlinked switches, with a wireless broad-band ADSL router providing Internet access. Email is externally hosted.

The Benefits

White Knight Traders has realised significant operational advantages as a result of its partnership with Dorset Software. Perhaps most significant among these was the increase in financial efficiency made possible by utilising pooled support expertise.

Support services delivered by Dorset Software ensure White Knight Traders experiences high levels of availability.

Serfaty states "Because we're a startup, our needs are not huge - but they are there. We were trying to find the right balance, putting support in place without having the large cost associated with that support."

Besides this key benefit, further reliability was added through the introduction of automated system monitoring, allowing Dorset Software staff to amend many network issues before their symptoms start to appear. Even if the worst should happen, swift response times and clockwork data backup routines ensure absolute peace of mind. "It's more an insurance," Serfaty confirms. "Work gets done in the background, though we don't have a query every week." Naturally, extensive consultancy on antivirus and IT policy measures also led to enhanced data security standards.

The Future

Having established stable support frameworks covering both the infrastructure and trading software arms of its business, White Knight Traders is looking to expand, consequently becoming associated with larger capital. Serfaty confirms this: "We have completed the development stage. Now we're entering into the more commercial stage, during which we will be looking for customers."

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