



Cinnober Financial Technology - Case Study

“XpoLog saves Cinnober’s technical support team several hours of work every day”

Summary

Cinnober Financial Technology provides high performance marketplace solutions for the financial, energy, odds and commodity markets. Cinnober’s product line includes a Trading System providing marketplaces and exchanges with electronic matching for large volumes, the Trade Manager for matching, handling and surveillance of OTC (Over the Counter) and exchange-traded deals and an electronic broker platform for OTC trading. Cinnober’s solutions power some of the largest marketplaces in the world

The Challenge

Cinnober’s clients have high demands on the systems’ uptime and obviously high quality in the solutions is a necessity when running such large, high activity markets as they do. Therefore it’s a top priority to efficiently and quickly manage problems and issues that might arise

The Solution

XpoLog provides Cinnober’s technical support team and our clients’ first line user support quick and easy access to server log files

The business benefits

XpoLog saves Cinnober’s technical support team several hours of work every day investigating problems. Not only does XpoLog save time making log files easily accessible. The big benefit is having XpoLog available to our clients’ first line support, which then can handle more issues by them selves not having to consult technical support. It also gives our clients’ first line support a good understanding of our application making them even better at understanding and managing problems that users are having

