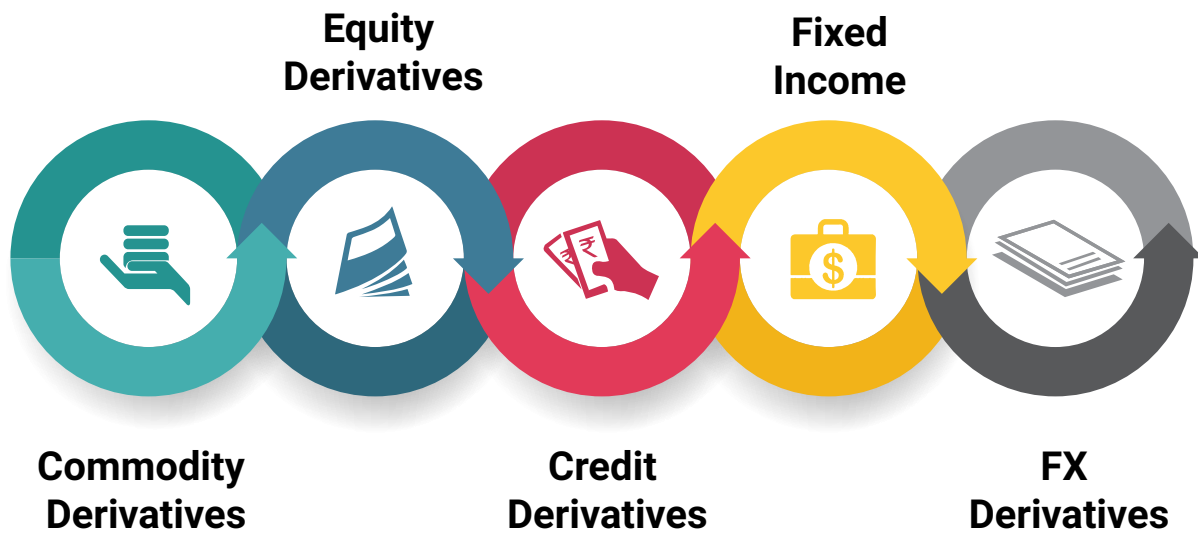




Quinnox manages L2 and L3  
Production support for a  
**Leading Hedge Fund in UK**

A leading Hedge Fund in UK was looking to partner with a Calypso expert to provide production support for:



The customer also required the vendor to monitor jobs for uninterrupted BAU (Business As Usual).

## How did we help our customer?

Quinnox set up a team of experienced Calypso resources to provide L2 and L3 support. The support activities included the following:

### L2 Support

- Service business user requests, like running on demand reports, on demand run of scheduled jobs, setting up of contracts, user management, workflow management
- Performing Data Reconciliation, manually OR writing custom code to automate reconciliation process.
- Release of Calypso application upgrades and patches to production environments

### L3 Support

- Enhancements that need a code change
- Regression Testing

As part of the support provided by Quinnox, we developed a customized JAVA based Monitoring tool and configured the reporting dashboards. We also managed the engine service desk and configured app management for effective job monitoring.

# Bottom-line Benefits

The bottom-line benefits of this engagement are:

100% service continuity



Faster turn-around time for issue resolution



Root Cause Analysis of Incidents and Tickets to plan preventive actions



Supporting business users during testing of changed functionality in UAT environments



## About Quinnox

Quinnox is an AGILE technology-driven business services enablement partner to forward-thinking enterprises. We drive digital business value, enable industry platforms and solutions, and simplify business processes. Quinnox has engaged in several major verticals, with expert teams that have highly specialized industry experience in financial services, manufacturing, and retail and consumer goods. As a midsize company, we focus on helping customers benefit and gain a competitive advantage from our "sweet spot" in unmatched expertise and enhancing the customer experience.