

# Managed Services

NYSE Technologies provides high-performance global trading platforms, through innovative market-leading software and a low-latency global secure networked community. Our flexible and scalable products deliver robust and integrated solutions for all market participants, from single traders to exchanges. From a single provider, these can be offered as fully deployed, hosted, managed or on-demand services.

## Professionally Managed Solutions for the Enterprise

Our Managed Services provide end-to-end operational support for all aspects of the NYSE Technologies products, allowing clients to focus internal resources on application integration and development efforts.

Through our Managed Service, clients have access to a professional talent pool of trained Technical Consultants with a wealth of experience in successful production deployments. Software version deployment for all NYSE Technologies products is available as a managed service.

### Best Practice

Standardized, best practice deployment is a key feature of Managed Services. Software deployment will remain consistent across multiple client installations allowing for a fast time-to-market and production ready roll-out. The Managed Service team develops a system 'run-book' for each client outlining all aspects of the software deployment, procedures and monitoring.

### Monitoring

Managed Services provide proactive monitoring of the full array of products. Web-based status dashboards and email alerting are available for all client installations. Pre-market system health checks and notifications give comfort to clients ahead of each trading session.

### Worldwide Coverage

Managed Services uses a 'follow the sun' model to facilitate 24x7, 24x5 and market hours service offerings with customer support help-desks in U.S., Europe and Asia.

### Why Managed Services?

- Flexible resourcing; reducing internal operating costs
- Standardized, rapid enterprise rollouts; facilitating faster time to market
- Proactive monitoring; reducing system management overheads
- Scalability; fitting solutions of all sizes

For more details on the Managed Services, please email [SFTI-solutions@nyx.com](mailto:SFTI-solutions@nyx.com) or visit [www.nyse.com/technologies](http://www.nyse.com/technologies)

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