

From Data Center Design to PMO, for a leading U.S. stock exchange.

The Challenge: Critical data center design, a complex migration, and organizing a fast-paced culture

An entrepreneurial, “get it done” culture had always served our client’s IT department well. When faced with a major new platform launch and data center project, however, it became apparent that streamlined processes and precise documentation were necessities for this electronic stock exchange. Not only are they one of the largest equities exchanges in the U.S. with hundreds of customer connections, they support their platform with a highly complex and redundant environment.

The Solution: Hire specialists to manage the design and build-out, seamlessly migrate clients to the new platform, and produce detailed documentation



Labrador’s design expertise and PMO experience brought detailed documentation, process and accountability to the stock exchange’s IT department.

Throughout the engagement, we layered in practices, documents and policies to set the client up for long-term success, including a custom-built database to track connectivity throughout the entire data center. We led the build-out of the infrastructure for the platform, provided quality control as the environment was tested, then handed the system over to the client’s operations team.

Designers, project managers, consultants, partners

Labrador also provided business process and workflow consulting to ensure the seamless migration of exchange customers. During the migration, we led custom outreach and onboarding campaigns and prioritized customers by their business importance: trade volume.

We also represented the interests of our client in vendor and partner meetings, coordinating the wider team effort.

Labrador’s contributions:

- Provided a layer of accountability between our client and their vendors to ensure all parties worked seamlessly toward the shared goal;
- Resulted in a sophisticated data center for a high-traffic exchange that processes one to two billion shares per day;
- Infused processes and documentation that set the client up for long-term success managing their data center;
- Created, documented and implemented standardized client work flow and onboarding processes;
- Developed a system to track connectivity – end to end within the data center – for the diversity and redundancy needed in this high-traffic environment;
- Saved the client money with reduced infrastructure costs;
- Helped launch a pay-per-connection model that increased revenue immediately upon implementation.

“They always have the best interest of the customer in mind – I specifically mean that their first thoughts are to solve the problem or complete the job correctly.”

Chief Information Officer

About Labrador Technology

Labrador Technology is an IT consulting firm that solves complex business issues for enterprise and mid-size organizations in the U.S. and around the world. Based in New York City, Labrador’s IT strategy consulting, technical design services and technology program management help solve the business, facility and technology needs of: retail, financial services, healthcare, education and legal companies. In a fast-changing, hyper-competitive global economy, Labrador guides the complex interdependencies of technology to simplify challenges, optimize changes, and connect systems, freeing clients to focus on their core business.

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We get it.