

# Millennium LiveOps™

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**High-availability IT operations  
for capital markets firms**



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“With Millennium LiveOps™ at your side, you’ll have the confidence to make service commitments to your clients.”

# Millennium LiveOps™

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## Be fully operational. Full time.

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Fully customised applications and infrastructure

**When Millennium LiveOps™ becomes your technology partner, you stop worrying about availability. Whatever services your clients require, they're available on demand. You're fully operational, full time.**

Capital markets firms and exchanges around the world, among them London Stock Exchange, rely on our unique combination of industry, applications development, deployment and systems operational expertise to keep them up and running.

With Millennium LiveOps™ at your side, you'll have the confidence to make service commitments to your clients, knowing you have the expertise and technology to fulfil them, thanks to:

- fully customised applications and related infrastructure adhering to global standards
- business growth potential through continuous service and systems improvement
- world-leading service-continuity management and disaster-recovery resources
- an affordable, flexible operating model with onshore and offshore components to control cost
- low total cost of ownership.

Other benefits you and your clients enjoy include:

- smooth applications knowledge transfer
- business-specific operational experience
- cost-effective delivery models, including hybrid delivery
- information Technology Infrastructure Library (ITIL) service management quality
- expert infrastructure backup from our enterprise-solutions and systems integration sister company, Millennium Enterprise™.

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“Personalised service for all of our clients.”

# Service and operations

## Setting world standards for quality, responsiveness and value.

### Benefit from processes designed to deliver on time – always

When it comes to operations support, Millennium LiveOps™ doesn't follow international capital markets industry standards; we help set them. Drawing inspiration from ITIL best practice, we've developed a performance culture second to none. From initial relationship-building through service introduction to going fully live, our operational model makes the handover from implementation to operations seamless.

#### Focused service management

All operations services are built around established yet flexible processes designed to deliver on time, all the time. These processes begin with pre-set quality, performance and cost benchmarks, together with effective service-level and quality management and reporting. Other features include configuration, incident and problem management; change and release management; capacity management and information security management.

#### Global operation, local benefits

With Millennium LiveOps™, you not only get customised, on-the-spot expertise; you also enjoy the economies and benefits of a globally networked operation, including:

- minimal setup time
- business continuity management, including disaster-recovery management
- scalability
- low cost of ownership (no significant capital expenditure required; you just meet operating costs).

#### A safety net for when you go live

We support your live operations with a core team that includes experts from the applications and infrastructure installation and tuning team. This facilitates knowledge transfer when going live after handover. Our live service cover includes, but is certainly not limited to:

- 24/7 support hotline with immediate phone response
- reactive and proactive monitoring
- scheduled and event-based operations.

#### Hybrid onshore and offshore operating environment

Millennium LiveOps™ can mix onshore and offshore assets to create an operating environment that gives you the degree of control you desire at a price point which keeps you competitive. Whether you demand high-availability solutions or have less exacting needs, we will help you achieve your business objectives with automated, effective support at the lowest Total Cost of Ownership (TCO).

#### Turnkey or bespoke?

Whichever is right for you, Millennium LiveOps™ can deliver. We have the systems design, installation and operation expertise to furnish a turnkey solution for your local data centre operation or that of a third party. Such a solution could include an operations centre, 24/7 applications and infrastructure operations capability in an onshore, offshore or hybrid service model. Alternatively, a bespoke solution can be tailored to your needs.

Either way, you can rely on our project-management skills, distilled from years of in-depth experience of handling mission-critical deployments and change management during live operations, to ensure a trouble-free handover and operations.



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# 1

clearly identifiable  
point of contact

## Keeping you in the picture

No alarms and no surprises: Millennium LiveOps™ believes in keeping you fully in the picture. A clear and comprehensive service agreement forms the pivot of a well defined partnership that focuses on you. Your routine interactions with us take place through a single, clearly identifiable point of contact, with an equally well defined escalation path for dealing with all issues that may arise. Your Millennium LiveOps™ service manager will provide regular performance reports and dashboards according to the terms of the service agreement; this intelligence supplements the flow of daily information about service performance and monitoring that we provide through the appropriate tool sets, reporting mechanisms and escalation paths.

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“Our services  
are ITIL-based.”

## Quality you can rely on

Millennium LiveOps™ services are provided by the MillenniumIT Group, which has been ISO 9001-certified since 2005. It has a proven track record of reliable technological support for a number of high-profile clients.

We are fully geared to offer operational solutions of a quality consistent with global best practice. We combine this capability with a pragmatic approach that emphasises positive, predictable outcomes, without imposing undue processes and costs.

## Security assured

All Millennium Enterprise™ technical staff are fully certified by the relevant vendors to provide comprehensive security evaluation services from policy verification to system tuning and verification, as well as vulnerability testing using a vendor-neutral assessment framework.

## Open to improvement

We'll help you maintain your enterprise-technology performance as you take your business forward, analysing operations and making suggestions for performance enhancement through further system optimisation. Being an open systems supplier, we're agnostic about brand names; instead, we strive to help you select the products that will deliver the results you require as cost-effectively as possible.

# Partnership power

## Supporting you and your clients

### Look forward to lower overheads and higher profitability

#### Driving your profitability

For capital markets firms, high quality, cost-effective fulfilment of client instructions is the key to success. You'll see how, in operation, our reliable, field-tested support will help bolster your clients' confidence and help build your user network through referrals. Even as your competitiveness improves, the quality and reliability we build into your solutions will minimise your overheads and enhance profitability.

Millennium Enterprise™ is an accredited vendor of some of the world's leading hardware and software brands. Millennium LiveOps™ works together with Millennium Enterprise™ to offer economical product sourcing and integration for all Millennium installations, with comprehensive design, delivery, installation, tuning and operational support in most markets. If success in capital markets is what you're driving at, we'll help drive you there.

#### Technology partners

3M	IBM
Acme Packet	IBM ISS
APC	Imperva
Arbor Networks	Innomedia
ArcSight	IronPort
Arista Networks	Juniper
Axis Communications	McAfee
Belden	Mellanox Technologies
BlueCoat	Microsoft
Broadsoft	Novell
Check Point Software Technologies	Oracle Corporation
Cisco Systems	PaloAlto Networks
Citrix	Polycom
Computer Associates (CA)	Radware
Dell	Rukus Wireless
Elite-Core	Seachange
Emerson	Symantec
F-Secure	Symmetricom
Harmonic	Teclo Networks
HDS	Verimatrix
HP	VM Ware

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## Related products

### CAPITAL MARKETS

#### **Millennium Exchange™**

Ultra-low latency, flexible and scalable multi-asset trading platform

#### **Millennium Surveillance™**

Real-time, multi-market, multi-asset class monitoring and compliance

#### **Millennium SOR™**

Ultra-low latency, flexible and intelligent order routing

#### **Millennium MarketData™**

Ultra-fast and efficient data for financial markets

#### **Millennium Gateway™**

High performance order routing platform

#### **Millennium PostTrade™**

Real-time, cross-asset clearing, settlement, risk and CSD solutions

#### **Millennium Enterprise™**

High performance IT infrastructure implementation and consulting services

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#### **Our offices**

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