

Case Study:

Financial Services Firm Turns to Sycomp to Improve Productivity & Response Time with Secure Virtual Desktops

About the Customer

DriveWealth is the pioneer of fractional equities trading and embedded investing. They are a visionary technology company that empowers more than 100 partners around the world to engage their customers by placing the markets in the palm of their hand.

Industry: Financial Services
Solution: Secure VDI
Technology: Tehama, AWS



DriveWealth's Challenge

Today's financial markets are one of the most data-intensive sectors out there -- with lightning-fast change and fluctuation. As a result, the need for financial services firms to meet the investment requirements of partners and clients at the same rapid pace is critical to success and to building long-term relationships.

The challenge faced by many financial services firms is that applications and data are currently delivered as demanding, high-performance computing (HPC) workloads -- often with long wait times and longer job queues.

DriveWealth, a pioneering financial services firm, needed to keep pace with changes in the market while also supporting a quickly growing workforce. Their goal: get more employees online quickly and securely with the right access to hefty applications.

DriveWealth was concerned with latency issues, as well as with the fact that their existing solution no longer fully met the strict policies and regulations of the financial services industry.

The firm concluded that the digital workspace solution it was using couldn't keep up, and they needed to modernize to remain competitive. It was time to look for an innovative solution that they could bring in fast and implement with minimal red tape. Fortunately, their existing partnership with Sycomp and AWS were the keys to unlocking the solution.

The Sycomp Solution

As an existing member of Sycomp's Intelligent Cloud+ program, DriveWealth was already knitted together with Sycomp cloud engineers who could quickly evaluate and help expand their already existing, dynamic cloud environment. Sycomp had extensive experience implementing AWS Workspaces and knew this extended use of AWS could meet the firm's demands. Additionally, Sycomp suggested leveraging Tehama, a cloud-based platform purpose-built for hybrid workforces, knowing it would be a good fit for DriveWealth's additional regulatory reporting and security needs.

These features allow businesses to deliver differentiated experiences and empower employees, while facilitating security and compliance.

Now, the ability to provide reliable access to HPC workloads through ultra-low latency, high-performance virtual desktops allows DriveWealth to quickly get their staff up and running, scale the platform to keep up with ever-evolving demand, and eliminate the wait times for faster results and response.

The firm no longer needed to worry about complying with strict financial policies and regulations, as the solution's complete management, governance, and auditing capabilities actively prevent sensitive, private financial data from being accessed by those who are not authorized.

Additionally, the solution's ability to support 4k video and multi-monitor configurations -- used by most institutional traders working from home -- meant phasing out the need to configure and ship laptops to a variety of locations.



The platform is more than a virtual desktop. It is a turnkey solution that is workflow-automated and provides:

- Security, compliance, and easy adoption
- Privileged access management
- Data loss prevention
- Built-in zero trust network access (ZTNA) and endpoint isolation
- Segmented network access
- Multi-factor authentication
- Security between endpoints and the network
- A secret vault for privileged credentials



The Powerful Results

First, DriveWealth deployed the solution to enable its institutional traders to securely work from anywhere, on any device. Whether working from home or traveling for business, this allowed them to respond to trends quickly and make decisions that could push them ahead of their competitors and strengthen customer connections.

The next step was to customize the virtual desktops to run business-critical applications including Bloomberg, Raptor, and Omex Systems for improved security and cost-efficient order execution management. Now DriveWealth's distributed and shared work won't mean compromising on productivity, security, or resiliency.

Just recently, the firm took the next step by expanding the solution to securely connect and improve performance with its third-party consultants and contractors. Since completion of these steps, DriveWealth has reported many positive outcomes, including:



Fast Onboarding and Offboarding

They can now onboard – and offboard – institutional trading and support staff in minutes. Easy-to-use, centralized, one-click administration and management simplifies the architecture and reduces costs.

Scaling large numbers of virtual desktops and driving productivity with the right permissions, applications, and data used to be an arduous task. Now it is a simple matter of configuring a virtual workroom or desktop once and deploying it instantly to multiple endpoints.

In addition, updates and modifications can be made immediately without disrupting the end users as they deal with time-sensitive trading requests and execution.



Security Policy Access Control for Third Parties

With the new solution, third-party consultants and contractors are vetted through a defined approval and security policy process. Elements such as physical location and clearance level can be defined to restrict access to only those who meet the established requirements, while keeping those without permission from accessing information.



Enterprise-Level Security and Regulatory Compliance

The final suite of integrated security tools enable compliance with FINRA, PIPEDA, NYDFS 23 and NYCRR 500, and since every user's session is recorded and logged, DriveWealth can easily run system audits to see which resources and desktops have been used and when. DriveWealth's partnership with Sycomp and Tehama provided a world-class solution for improving productivity and security – and accelerating growth and profitability.

About Sycomp

For more than 25 years, Sycomp has successfully created, delivered, and implemented complex IT solutions for the global marketplace. Internationally recognized, Sycomp has locations in major metropolitan cities throughout the United States, Europe, Asia, the Middle East, and South America.

Sycomp employs a diversified culture of talented sales, support, and engineering teams to efficiently manage universal technology requirements through configuration, installation, and implementation.

With missions to become trusted client advisors, and provide outstanding management, the company optimizes system performance, reliability, and availability for multinational clients to deliver exceptional business results.

Contact Sycomp for all your global infrastructure and security needs at cloudsales@sycomp.com.

