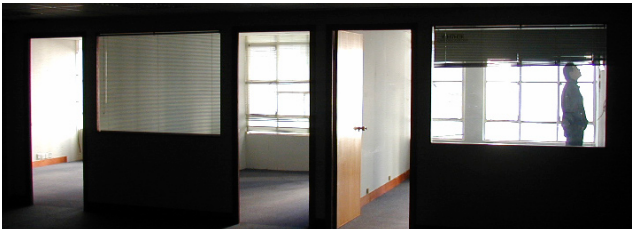


CONNECTING GLOBAL OPERATIONS FOR WALL STREET SYSTEMS

For **Wall Street Systems**, an unreliable communications system was not an option. Every day, more than 300 banking, corporate and central bank customers use the company's software to process millions of transactions. Wall Street Systems' rapid growth and existing telecommunications system made clear to two undeniable facts. First, they needed seamless connections linking their customers, 400 employees, and 12 global offices. Second, they didn't have those connections and couldn't create them using their existing technologies.

A planned relocation from the company's offices in Lower Manhattan set the stage for a new telecommunications system. Wall Street Systems' New York offices had been stretched across six floors of a New York tower. The relocation would consolidate those offices while providing a new telecommunications system connecting remote workers and offices in the UK, France, Canada and the US. The company's goals for the new system were uncompromising: more functionality, lower cost and greater reliability.



The challenge? "We had six weeks to move," said Jerry McConnell, Director of Technology with Wall Street Systems. "Our existing system was inadequate, our CFO was keeping a sharp eye on costs, and we had to complete a 3-month project in six weeks – all while ensuring no disruption to telecommunications."

ConsultEdge provided a scalable solution that satisfied Wall Street Systems' immediate and future needs including interoperability with the London office's telephony system and seamless connections with the relocated New Jersey data center. Avaya's IP Office enabled four-digit dialing among all remote locations. VoIP substantially reduced immediate telecommunications costs, provided the mobility needed for home-office employees, and opened the door to future system expansion.

"We wanted our employees and our customers to have the advantages of a one-site location, even though we are dispersed around the world," said McConnell. "The new telecommunications system enables conferencing and supports the use of softphones for our home workers. It also delivers the financial benefits we sought and the scalability to handle anticipated needs created by our company's ongoing growth."

And, it was completed in six weeks.



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