LANE

TP ICAP CASE STUDY

How Lane Effectively
Streamlined Communications
at This Leading Brokerage Firm

About TP ICAP

TP ICAP is a leading international stock brokerage firm that provides market infrastructure and information services. TP ICAP incorporates both TP, a broking service provider for a variety of asset classes, as well as ICAP, a global electronic trading platform. This merger has allowed this newly formed entity to offer a wide range of financial services across multiple asset classes and markets.

TP ICAP operates out of offices in London, USA, Asia Pacific, Australia, and Japan with many employees having been with the company for up to thirty years. Their loyal employee base demonstrates a deep dedication to providing quality services to their customers and reinforces the stability of the brands. Their customer base is highly diversified and includes global finance, energy, and commodities markets.

Over the years, TP and ICAP have formed a data communications environment that incorporates Lane's solution in both of the company's systems. With the system having been implemented at ICAP in 1987 as well as at TP in 2003, it's clear Lane's technology is the backbone of ongoing operations at both companies prior to and following their merger.

TP ICAP Uses Lane to Exchange 20K Faxes/Day

139 Active Users within TP's Lane System

Two Environments in which Lane Operates

Enhanced Communication Leads to Improved Accuracy & Efficiency at TP ICAP

Since the merger, TP ICAP has experienced a significant increase in operational efficiency due to the implementation of Lane's Passport & Fax 2.0 system. This product automates trade confirmation via Fax or Telex, freeing up time and resources for other tasks. By centralizing this process, Lane's solution has reduced errors and improved accuracy of confirmations sent to clients.

The emails that the Lane systems send out to clients are highly reliable, ensuring that important messages are sent and received quickly and accurately. This includes trade confirmations which, prior to the implementation of Lane, would significantly hinder operations if they were missing.

Moreover, with Passport's integration capabilities, Lane is able to connect with other systems that are essential for the organization's productivity and ongoing operations. This helps to improve communication between departments as the team continues to familiarize themselves with the application.

Passport & Fax 2.0 have improved operational efficiency by enabling users to send trade confirmations via Fax or Telex instead of relying solely on emails. This reduces time required for manual processes and helps ensure that all stakeholders are involved in the process and informed about all aspects of their trades much more quickly and effectively.

The onboarding process was well executed and without hindrance. Lane's support team was always available to provide quick support when needed throughout, allowing TP ICAP to get up and running quickly with no major issues along the way. Lane's unwavering support was also instrumental in helping resolve any issues that arose during implementation, which allowed TP ICAP to rapidly roll out their new system.

Why TP ICAP Highly Recommends Lane's Services

TP ICAP is one of the largest interdealer brokers in the world, and as such they rely on reliable, efficient communication tools to ensure that transactions are completed quickly and accurately. Lane remains their go-to solution due to its robust features and scalability for larger organizations. With Lane, TP ICAP can easily send and receive faxes, Telexes, and other documents with a high degree of security and reliability.

The system has also been extremely reliable, which gives TP ICAP the confidence that it will keep up with their ever-growing customer base. Currently, there are 139 active users working with the Lane system, sending around 20,000 fax messages every day. Despite the high volume of information exchange, Lane's systems ensure that all communications are sent quickly and efficiently for continued success in their sector.

Additionally, TP ICAP has found that using Lane has saved them considerable time by automating manual processes associated with trade confirmations. With Lane's integrated workflow solutions, tasks can be completed faster than ever before without cutting corners or risking errors. As a result, the company experienced a surge in productivity and greater overall accuracy in information exchange.

> **We have not used any other application that can do what Lane does.**
>
> **TP ICAP**

TP ICAP's Favorite Lane Features

TP ICAP's Favorite Lane Features include its Disaster Recovery capability, which minimizes the impact of downtime in the event of a network disruption. Additionally, the ability to send trade confirmations to themselves ensures that it maintains accurate and up-to-date records of fax transmissions. This powerful combination of features has been instrumental in helping TP ICAP realize greater productivity within their business operations.

About Lane

Lane has been at the forefront of messaging communications for over 46 years and is now recognized internationally as a leader in fax integration across the financial, healthcare, manufacturing and transport industries. Based in the UK, US and Singapore, Lane has implemented systems across 50 countries and provided professional services in all time zones.

Lane offers the very best solutions for integrating fax servers as a part of wider communications networks. Lane delivers fax and messaging systems across entire organizations and into consolidated data networks, across one site, many sites or across borders.

For more information on Lane solutions, visit laneds.com.