(((Cloud9

Case Study : Eclipse International

Eclipse International Uses the Cloud9 Gateway to Stay Connected with Counterparties

Eclipse International is an OTC brokerage based in New York City that services all energy products, including heating oil, gas oil, natural gas, WTI crude oil, and more. They work with over 350 industry participants, with current customers including major oil companies, Wall Street Firms, domestic and foreign banks, and hedge funds. They also have established relationships with over 75 qualified market makers, providing liquidity in volatile markets.

With a robust network of counterparties and plans to expand their business to Florida in the coming months, Eclipse international needed a solution that would:

1. Help their employees communicate with counterparties from outside of the office,

2. Keep them compliant with industry regulations, and

3. Help them stay connected with some of their biggest clients, even if they were not using Cloud9.

100%

Replaced 100% of turrets on the Eclipse International floor
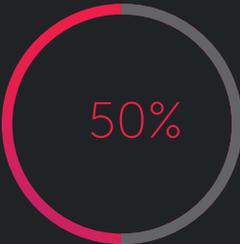
50%

Savings of 50% by eliminating communication hardware

<1 Day

Gateway service installed in less than 1 day

COMMUNICATE FROM ANYWHERE

When communicating with traditional turret systems, mobility is not an option. Brokers and traders must remain at their desks to connect with counterparties, and if they are out of the office, there is no way to securely communicate.

With Cloud9, brokers at Eclipse can download the application to a laptop or compatible tablet device, and as long as they have an internet connection, they can continue to trade with counterparties. The Cloud9 platform features HD audio, low latency, and triple encrypted security built right into the application, so Eclipse brokers have the same service and quality out of the office as they have at their desks.

"By far the biggest advantage to using Cloud9 is the fact that it is plug-and-play from anywhere," said Jesse DiPlacido, Senior OTC Broker at Eclipse. "The fact that we can be out of the office and still be able to talk to all of our counterparties is huge for us."

Eclipse was one of the first Cloud9 customers to trade outside of the office, successfully communicating from Switzerland without a hitch. As their company expands to a new office in Florida, it will be easy to onboard new employees, share important company buttons, and stay connected between offices by using Cloud9.

STAY COMPLIANT

Before they switched to Cloud9, Eclipse was faced with having to make costly upgrades to their recording system, a separate piece of hardware that is necessary for compliance when using turrets.

Since Cloud9 utilizes Amazon Cloud Services, recording, playback, and encrypted storage of calls is directly built into the platform, providing a fully-compliant audit trail for regulatory agencies. Hosting the application in the cloud also provides a flexible service that can be automatically updated in response to changes in compliance requirements. By switching to Cloud9, Eclipse was able to save asignificant amount of money on hardware and have a more secure and reliable way of staying compliant with industry regulations.

STAY CONNECTED

Eclipse enjoyed using Cloud9, but some of their counterparties were still using turrets, meaning that Eclipse employees still needed to keep a bulky turret on their desk to connect to these customers.

Eclipse needed a solution that would help their brokers get rid of their turrets but still stay connected with their valuable counterparties, even if they were not yet using Cloud9.

The Cloud9 Gateway service provides system interoperability between existing trader voice circuits and the Cloud9 community by converting traditional T1 lines to WebRTC

protocol. Cloud9 Gateway users can seamlessly connect with trading firms not yet established on Cloud9's service and maintain their functionality for both shout downs and ring downs.

The Cloud9 service team was able to install the Gateway appliance at Eclipse in less than a day, enabling them to fully transition away from turrets.

"We were shocked at how easy the process was," said DiPlacido. "The Cloud9 team explained everything to us every step of the way – we never felt nervous. It was up and working perfectly in less than a day. I didn't worry about it then, and I never worry about it working now."

Not only did installing the Gateway give the Eclipse brokers more room on their desks, it also helped them feel more connected to some of their biggest clients.

Due to the high cost of establishing telephony lines, Eclipse previously had only a limited number of speaker boxes to communicate with larger banks. Gateway enabled everyone on the team to have a button on their C9 Trader that corresponded to these lines, so they never miss crucial market information.

"We love using Cloud9, and the Gateway allows us to use it exclusively to connect with our most important clients," said DiPlacido. "As much as we appreciate the Gateway, we can't wait for the day when we don't use it - because that means all of our counterparties are on Cloud9."

KEY TAKE AWAYS

Eclipse International's choice to leverage a cloud-based solution like Cloud9 instead of a legacy telephony system resulted in significant cost savings and a more secure, reliable way of staying compliant with industry regulations. In particular, Eclipse International's use of the Cloud9 Gateway service enabled them to stay connected with their key counterparties, even if they are not yet Cloud9 users.

ABOUT CLOUD9

Cloud9 Technologies is a cloud communications service provider that provides high performance voice, messaging and collaboration services designed for the unique needs of distributed work groups and teams. The company delivers its services from the cloud using software applications that leverages the internet and advanced WebRTC technologies.

In the financial industry Cloud9 connects parties and counterparties across all asset classes via a cloud-based voice and messaging platform that features end-to-end security and encryption. Cloud9 eliminates the infrastructure and expense associated with legacy turret systems and telecommunication services associated with trader voice. Our customer base includes top brokerages, sell-side firms, and tier one banks. For more information visit: www.c9tec.com

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