

OPERATIONS & SUPPORT

CAPSPIRE IS A TRUSTED PARTNER IN TRADING TECHNOLOGY SUPPORT, OFFERING END-TO-END SOLUTIONS TO HELP ENSURE SEAMLESS OPERATIONS, SECURITY, AND EFFICIENCY.

Our expert-driven support model enables businesses to optimize their trading platforms, automate critical processes, and mitigate operational risks.



KEY BENEFITS FOR CLIENTS



REDUCED DOWNTIME

Proactive monitoring and 24/7 support prevent operational disruptions.



IMPROVED EFFICIENCY

Optimized workflows and automation enhance productivity.



ENHANCED COMPLIANCE

Timely data management and reporting enablement for regulatory compliance.



SCALABILITY & GROWTH

Flexible support allows seamless business expansion.

KEY SERVICES

L1 Support Proactive IT Assistance

- 01 | **24/7 SUPPORT & ISSUE RESOLUTION**
Round-the-clock monitoring and incident resolution to minimize downtime.
- 02 | **SWIFT TICKET TRIAGE & ESCALATION**
Rapidly capture, prioritize, and route issues to help ensure timely fixes.
- 03 | **ACCESS MANAGEMENT & SECURITY**
Strengthen system integrity with controlled permissions.
- 04 | **PROACTIVE TROUBLESHOOTING**
Detect and address potential system issues before disruptions occur.
- 05 | **ON-SITE SUPPORT (FLOOR WALKERS)**
Hands-on technical assistance when required.

L2 Support Application Maintenance & Optimization

- 01 | **CONTINUOUS SYSTEM MONITORING**
Help to ensure optimal performance through proactive oversight.
- 02 | **END-TO-END SYSTEM SUPPORT**
Maintain business workflows, integrations, and reporting.
- 03 | **INCIDENT & ESCALATION MANAGEMENT**
Structured resolution processes with L3 and vendor coordination.
- 04 | **INFRASTRUCTURE & CLOUD SUPPORT**
Expert management of cloud, on-premise, and hybrid environments.
- 05 | **TECHNICAL OPERATIONS & OPTIMIZATION**
System patching, middleware management, and performance tuning.

L3 Support Advanced Application Maintenance

- 01 | **CRITICAL ISSUE RESOLUTION**
Expert troubleshooting and problem resolution to minimize business impact.
- 02 | **CODE & CONFIGURATION MANAGEMENT**
Deployment of enhancements, patches, and minor upgrades.
- 03 | **PERFORMANCE TUNING & OPTIMIZATION**
System architecture improvements for long-term scalability.
- 04 | **SECURITY & CUSTOMIZATION SUPPORT**
Secure data exchanges and system adaptability for business needs.
- 05 | **CLOUD & VENDOR COORDINATION**
Seamless support for enterprise trading platforms and vendor management.

Business-As-Usual (BAU) & Enhancements

- 01 | **CUSTOM DEVELOPMENT & INTEGRATION**
Tailored enhancements and automation to optimize operations.
- 02 | **USER TRAINING & ENABLEMENT**
Knowledge transfer programs to improve system proficiency.
- 03 | **RPA & PROCESS AUTOMATION**
Intelligent automation to reduce manual effort and improve accuracy.

End-of-Day as a Service

- 01 | **AUTOMATED END-OF-DAY & MONTH PROCESSING**
Reliable execution of P&L reporting and risk analytics.
- 02 | **RISK & PERFORMANCE AUTOMATION**
Position and P&L risk analytics for better decision-making.
- 03 | **INFRASTRUCTURE & SYSTEM OPTIMIZATION**
Continuous health checks to maintain system integrity.

Business Process Support

- 01 | **CRITICAL PROCESS EXECUTION**
Ensuring smooth operational workflows and minimal business disruptions.
- 02 | **DATA MANAGEMENT & REPORTING**
Real-time reporting and analytics for strategic insights.
- 03 | **PREDICTIVE ANALYTICS & RPA**
Scenario modeling and process automation for enhanced efficiency.

Testing as a Service, Automation & RPA

- 01 | **END-TO-END FUNCTIONAL TESTING**
Regression, performance, and security testing for system stability.
- 02 | **INTELLIGENT TEST AUTOMATION**
Automated scripts for efficiency and accuracy in test cycles.

Landscape Health Check & Remediation

- 01 | **PERFORMANCE & CUSTOMIZATION REVIEWS**
Optimization strategies to enhance system performance.
- 02 | **INFRASTRUCTURE & CLOUD OPTIMIZATION**
Cost-efficient and scalable IT environments.
- 03 | **SECURITY & COMPLIANCE ENHANCEMENTS**
Strengthened security frameworks and regulatory alignment.

Tech Desk as a Service

- 01 | **LEGACY CODE & MODERNIZATION**
Maintenance, upgrades, and API optimizations for trading platforms.
- 02 | **PROCESS AUTOMATION & TESTING**
Continuous improvement/continuous development pipelines and automated deployments.
- 03 | **SYSTEM HEALTH CHECK & OPTIMIZATION**
Strategic infrastructure analysis for agility and cost-effectiveness.

ABOUT US

We solve complex business and technology challenges for energy and commodity organizations. Our mission is to deliver transformative solutions that empower businesses to grow, scale, and succeed.

With three integrated services—Advisory, Delivery, and Operations & Support—capSpire offers holistic solutions that start with strategy and carry clients seamlessly through to scale. What sets capSpire apart is our ability to connect every stage of the value

chain, delivering tailored solutions that integrate technology, processes, and industry insight. From strategy consulting and technology implementation to operational excellence, we strive to ensure that every solution drives measurable impact and uncovers new growth opportunities.

We empower businesses to maximize their investments and push forward—confidently and strategically—into the future. Together, we'll power forward.

EXPERIENCE A BETTER WAY

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