



- ✓ Global provider of market leading multi-asset trading technology and infrastructure for buy-side and sell-side market participants
- ✓ Trusted by over 150 of the world's top-tier banks and brokers
- ✓ Manages over 450 trading platforms daily and is connected to more than 100 of the world's leading liquidity and exchange venues
- ✓ Offers over 700 different FIX and API adapters
- ✓ Offices in New York, London, Paris, Hong Kong, Tokyo, Singapore, Manila, São Paulo, Cluj and Sydney

Application Modeller Reinforces Ullink's Reputation for Reliability

Objective

Since 2001, Ullink has gained a reputation for the reliability of its trading technology and the customisability of its solutions.

Underpinning these critical services is an experienced operational department, consisting of three teams working closely together:

- **Development**
- **Implementation**
- **Production**

These teams are responsible for a broad product portfolio, including one project that counts over **7,000 configuration files comprising of 300,000 lines of configuration.**

As with any financial services technology, Ullink's applications cannot fail.

With applications of such scale and complexity, it was clear to the team that the **avoidance of mistakes** and configuration incidents was a key priority.

Challenges

Guillaume Laurent, Production Engineer at Ullink, said *“One of our critical trading platforms connects 30 clients to 20 markets, so it’s imperative changes are managed accurately and efficiently. The implications of one mistake are massive. We decided that whichever solution we selected would need to perform day in, day out.”*

As expected, finding a solution that could reliably automate such a large number of configuration files was challenging. Furthermore, the solution would need to integrate with Ullink’s internal distribution tools.

Solution

“We love how Application Modeller can be used without needing any specialist scripting knowledge,” said Guillaume Laurent. *“It’s extremely easy to use and it has dramatically improved how our teams work together.”*

Ullink tested Application Modeller on a small scale and were immediately satisfied. The team then used Application Modeller for a client project consisting of 14 environments, 65 servers and 7,000 distinct configuration files. Previously this would have been managed manually, but with this solution, you only have to make a change once, as Application Modeller applies any change you make to every instance.

Results

The business, operational and technical benefits are many:

- Avoidance of mistakes through **human error**
- A **predictable** and **consistent** configuration pipeline
- A **reduction in production delays** and time-consuming processes
- Impressive **return on investment**
- Improved **compliance** and **accountability**
- **Detailed visibility** into who made changes, what the changes were, and when the action took place
- **Agile change management** and team coordination

“We’ve been very impressed. In the case of one specific project we made 85 release changes in 18 months, with zero failures. We can confidently execute accurate changes in a process which now takes just 15 minutes, compared to two days. That’s a time saving of 98%. Our team can now focus on value-added projects for our clients rather than repetitive configuration tasks, strengthening even further the service we provide.” Edouard Ryst, Chief Customer Officer at Ullink.

85

release
changes

IN 18
MONTHS

zero
FAILURES

configuration

now
takes

15
minutes

time
savings
of

98%