Hedge fund administrator uses EMC information infrastructure solutions to power process efficiencies and deliver superior returns for investors

Business overview
Viteos Capital Market Services Ltd. is a hedge fund administrator and operational outsourcing service provider offering tailored solutions to hedge funds and institutional investors around the world. Headquartered in the United States, with offices in the United Kingdom, the Cayman Islands, and India, its global delivery model combines cutting edge technology with 24x7 support from highly qualified professional staff spread across its global operations.

Viteos runs its global IT operations on EMC® information infrastructure. By adopting a fully integrated approach using EMC Documentum® document management, EMC Captiva® intelligent document capture, EMC business process management, EMC unified storage, and VMware® server virtualization, Viteos delivers superior performance to its high net-worth investor clients.

Challenges
High net-worth investors seek superior returns
High net-worth individuals (HNWI) with millions, sometimes billions of dollars, look for higher than normal returns and invest in vehicles such as hedge funds and other non-traditional investments. To meet this demand, hedge fund managers create funds based on a mix of investment strategies. Before these funds can be sold to investors, they need to be given a price to determine their net asset value (NAV). For this hedge fund managers turn to fund administrator companies like Viteos Capital Market Services, who use special analytics to determine the prices of funds and securities.

Once trading commences, Viteos captures all trade information, determines the profit and loss (P&L) for each trading day, and calculates the P&L of the fund, which determines investor returns.

Streamlining document-intensive business processes
Fund administration is a highly document-intensive process. Activities like account opening, trade reconciliation, pricing analysis, daily valuations, and P&L calculations require multiple documents to be exchanged between various applications. Along with these standard accounting services, Viteos also provides a set of customized shareholder services, all of which involve managing and processing a high volume of documents quickly and efficiently.

Viteos faced the following business challenges:

• Streamline document capture and sharing across four countries and three continents—the United States, Cayman Islands, United Kingdom—and the two delivery centers in India
Develop a secure and compliant document repository with 24x7 availability

Ensure seamless integration of documents with existing core business applications

Maintain ease of use by integrating the software with Microsoft SharePoint® for end-user access

To address these challenges, the team at Viteos, led by CIO Mr. K.B. Venkataramanan, did a thorough market search on document and business process management solutions and narrowed in on EMC information infrastructure solutions.

“We started thinking about creating a more robust IT infrastructure three years ago. We wanted to implement a solution which would make us nimble so we could respond to market needs and ensure regulatory compliance. We also needed a solution that would grant us the flexibility to scale as required in an industry that is cyclical in nature,” adds Venkataramanan.

**EMC solution**

**End-to-end information infrastructure**

To achieve its business objectives, Viteos implemented an end-to-end information infrastructure solution from EMC, including Documentum for repository services and document management, Captiva for intelligent document capture, and business process management for building integrated workflows and process efficiencies.

To store all documents and financial information, Viteos implemented the EMC CLARiiON® unified storage platform, which enabled it to seamlessly share data across the globe. EMC storage helped drive down consolidation costs and increase efficiency with fully automated storage tiering, virtual provisioning, file system deduplication, and ease of management.

EMC NetWorker® helped Viteos speed up and simplify backup and recovery across its entire environment, ensuring centralized control and flexibility to manage all its data protection needs.

To enhance compute capacity, Viteos implemented VMware server virtualization solutions to improve the availability and manageability of computing resources. By deploying virtual machines running different operating systems and multiple applications on a smaller number of physical servers, Viteos was able to dramatically increase resource utilization without increasing, and in fact decreasing, the number of servers in its data center.

**The success: Viteos’ globally integrated workflow**

Documentum scored over other solutions because of its robust and scalable document management system. Viteos’ in-house development team was able to integrate its core business applications with Documentum to create complex workflows quickly and effectively.
In addition, Viteos was looking to integrate existing core business applications with the document management system, to create a dashboard, and automate a host of business processes.

Viteos implemented the following workflow:

• Hard copies of client documents are kept in the Cayman Islands as required by law. To enable the Bangalore delivery center team’s access, these documents are captured using EMC Captiva InputAccel® intelligent document and data capture suite, and immediately stored in the Documentum repository.

• The business process management engine helps Viteos build agility and inter-operability into its core business applications.

• A dashboard tracks the operations of all Viteos applications, and supports a range of mid-office functions, helping its staff and clients track realtime information.

• Documentum serves as the robust, back-end infrastructure, integrating easily with the familiar and user friendly Microsoft SharePoint as the front-end presentation layer.

• All applications, market data, documents, and workflow items are stored in the CLARiiON unified storage environment. Data centralization has allowed Viteos to gain economies of scale, replicate its processes, and maintain consistency across applications. In addition, data is secured using deduplication, backup, and disaster recovery protocols.

Summary

The benefits: EMC-based system at Viteos

With its scalable and secure storage, state-of-the-art document management and business process management (BPM) system, VMware server virtualization, and EMC Professional Services, EMC has brought a host of benefits to Viteos:

• The system automates document processing allowing both internal staff and clients to access realtime information via dashboards, increasing its clients’ business agility, and allowing for more informed and faster decision-making.

• Viteos has been able to create capacities in excess of 30 percent, which has resulted in process efficiencies and productivity gains.

• Running an agile, low-cost delivery sub-system is the key to performance and service delivery. Implementing the EMC solution has enabled Viteos to create value and wealth.

• The elimination of manual document processing has curbed security risks related to handling hard copies, minimized human error, and ensured compliance with international trading regulations.

• With assured regulatory compliance, especially around issues of document retention, Viteos is now empowered to penetrate markets that were previously restricted due to the statutory requirements of host countries.

• The integration with Microsoft SharePoint Server has enabled Viteos to resolve issues related to rapid growth and database manageability. Documentum has ensured compliance, records management, and high performance of the Microsoft SharePoint system.

• With VMware, Viteos has separated the application and operating system from the hardware layer. This has increased resource utilization while avoiding over-capacity in hardware. VMware has significantly lowered Viteos data center’s total cost of ownership while increasing its flexibility and efficiency.

• New features enabled by Documentum allow Viteos to offer new services to its customers. This has helped generate 15 percent year-over-year growth leading to additional revenue and business expansion.

Looking to the future

K.B. Venkataramanan is a very satisfied man and is excited about the future. With the global economic recovery, business at Viteos is booming, clients are happy, and most importantly, the leadership team understands the importance of the investments he has driven.
He is also very positive about Viteos’ relationship with EMC, and enthusiastically-affirms this by stating, “We are very interested in expanding our relationship with EMC and are looking to them to support our future needs, including the creation of a robust knowledge management portal to capture best practices from our knowledge workers and industry experts. We hope to leverage this knowledge to make better pricing decisions and utilize our expertise optimally.”

He adds, “With increasing regulations and financial services reform in the U.S., Europe, and Asia, we see the need to implement better strategies around compliance and information governance. EMC has a lot to offer in this domain.”

Take the next step
Download this case study, white papers, data sheets, best practices, and more at www.emcindia.co.in/ViteosCaseStudy. To learn more about EMC solutions for financial services, call 1800 180 2237 or e-mail india_mktg@emc.com.

Viteos IT infrastructure

EMC software:
- EMC Documentum version 6.5 with SP2
- EMC Captiva InputAccel version 6.0 with SP1
- My Documentum for Microsoft SharePoint

EMC storage:
- EMC CLARiiON C3X00 NAS 12 terabytes + 12 terabytes at disaster recovery site

EMC backup and recovery:
- EMC NetWorker version 7.4

VMware server virtualization:
- VMware vSphere™ 4 Enterprise (six processor license)
- VMware Infrastructure 3 Enterprise (eight processor license)
- VMware vCenter™ Server for VMware Infrastructure (standard edition)
- VMware View™ 4 Enterprise (server and desktop licenses)

Third-party software:
- Core Financial Services Business Applications (ASTTRA, Advent Geneva, Viteos VEDA, Recon Redux, and other proprietary applications)
- Microsoft SharePoint Server 2007 with SP2 version 12.0.0.6421