

ADM INVESTOR SERVICES, INC.

By Nate Ulery

A NEW EMAIL INFRASTRUCTURE HELPS ADM INVESTOR SERVICES IMPROVE RESPONSIVENESS AND RELIABILITY, WHILE REDUCING SUPPORT AND COST.

A well-respected player in the high-stakes trading industry, ADM Investor Services is committed to maintaining industry standards with respect to its technology and communication infrastructure. Working with West Monroe Partners, it implemented a new, more available and reliable environment and added vital new messaging capabilities—all in a matter of months.

ADM INVESTOR SERVICES, INC.

ADM Investor Services, Inc., offers comprehensive trade execution and clearing services to retail, commercial, institutional, and introducing broker clients in an environment of strong ethics and financial stability. The company has a reputation for providing exceptional customer service along with swift, accurate trade execution and expert market research support in a 24/7 marketplace. ADM Investor Services is a subsidiary of the Archer Daniels Midland Company, a registered Futures Commission Merchant and a clearing member of all U.S. futures exchanges.

ENHANCING INFRASTRUCTURE AND COMMUNICATION.

ADM Investor Services (ADMIS) relies heavily on email—both for internal communication and for communication with current and prospective customers and industry contacts. In keeping with its commitment to maintain current technology standards, the company sought to upgrade its email infrastructure to reflect current best practices, as well as to meet trading industry expectations for availability and disaster recovery.

At the same time, ADMIS wanted to enhance its communication services with new features such as unified messaging, mobile messaging, message tracking, and remote email access.

Finally, to support these new features and capabilities and ensure the capacity to handle significant short-term growth, ADMIS planned to replace dated hardware, consolidate servers, and improve efficiency of its email administration processes.

AN EXPERIENCED PARTNER.

For assistance with designing and implementing a new email infrastructure, ADMIS turned to West Monroe Partners. The West Monroe Partners team demonstrated strong credentials

in Microsoft Exchange mail system upgrades and migrations, as well as significant experience with the infrastructure and communication needs of trading industry firms.

West Monroe Partners designed an enhanced and redundant end-to-end messaging experience that incorporated best practices, increased availability, boosted administrator productivity levels, and provided email services at a lower cost.

TECHNOLOGY EMPLOYED:

- Windows Server 2003 x64
- Microsoft Exchange 2003
- Microsoft Exchange 2007
- Outlook Web Access
- Secure Socket Layer (SSL)
- Active Directory
- Microsoft Windows XP
- Microsoft Office Suite including Outlook
- Outlook Anywhere
- CommVault Backup Suite
- EMC Storage Area Network
- Sphere Communication IP-based PBX and unified communications
- RightFax faxing software
- PGP encryption
- Sonicwall Mail Frontier for Anti Spam
- Microsoft Forefront Exchange Server Security



A COMPREHENSIVE PROCESS DELIVERS AN EFFICIENT, SUCCESSFUL MIGRATION.

The West Monroe Partners team worked closely with ADMIS's vice president of IT and other IT stakeholders to understand the company's current environment and design an efficient conversion process. Key project steps included:

Requirements gathering:

- ◆ Conducted interviews with email administrators to understand business needs and desired service levels
- ◆ Evaluated the current domain and messaging environment
- ◆ Researched potential email architectures based on best practices
- ◆ Researched third-party applications to identify compatibility issues
- ◆ Reviewed migration scenarios and options
- ◆ Documented the current domain and messaging environment

Design:

- ◆ Determined all hardware, software, and licensing needs
- ◆ Determined all configurations for the new environment
- ◆ Designed the migration process, connectivity between environments, software and service dependencies with email, and other requirements

Build:

- ◆ Ordered all hardware, software, and other equipment
- ◆ Set up and configured all hardware and software, including Microsoft Active Directory, Microsoft Exchange, Sphere, and RightFax
- ◆ Tested the new environment and the migration process
- ◆ Tested VoIP and faxing capabilities on the new environment

Support:

- ◆ Provided on-site support for several weeks following migration
- ◆ Provided knowledge transfer and documentation to ensure that the ADMIS IT team was prepared to support the new environment following migration

One of the project's biggest challenges was minimizing downtime during the migration—a critical requirement in high-availability trading industry. This required careful coordination of all plans and system components.

In the end, West Monroe Partners managed all key project elements in just two months' time.

USABILITY. MANAGEABILITY. RELIABILITY.

The new communication infrastructure has produced a host of benefits for both ADMIS and its employees.

The company's employees now communicate using Exchange 2007, which has many more features—including access to email anytime and anywhere through Outlook Web Access and Outlook Anywhere, and the ability to synchronize email and calendar information to PDA devices through the Exchange 2007 ActiveSync service. In addition, ADMIS is now able to track messages that have left its domain, enabling greater responsiveness to its clients.

ADMIS users now have a full-featured web interface access to their mailboxes—providing features and advanced mail tasks that were not available in the company's legacy environment. Not only does this make users more productive; it has decreased the amount of support required by the company's email administrators.

The company's new environment requires fewer servers, which has reduced hardware, power, and software licensing costs.

Finally, ADM Investor Services now has a more reliable production email environment, with a full replica in place to back up its primary Chicago site in the event of a complete failure.

West Monroe Partners is an international, full-service business and technology consulting firm focused on guiding organizations through projects that fundamentally transform their business. With the experience to create the most ambitious visions as well as the skills to implement the smallest details of our clients' most critical projects, West Monroe Partners is a proven provider of growth and efficiency to large enterprises, as well as more nimble middle-market organizations. Our more than 300 consulting professionals drive better business results by harnessing our collective experience across a range of industries, serving clients out of offices across the United States and Canada.