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Source: ITRS, 10 October, 2011

Marshall Wace selects ITRS Geneos

ITRS Group plc, the leading global provider of predictive, real-time monitoring and proactive application performance management products to the world's financial community, announced today that Marshall Wace, one of Europe's leading hedge fund managers, has selected ITRS Geneos for application and infrastructure monitoring across the entire organisation.

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ITRS Geneos will be used to monitor and provide metrics for 100 applications on 150 servers in its London headquarters and offices in Hong Kong and Connecticut.

Chris Stanton, co-head of development at Marshall Wace, said: "When we began our evaluation and selection process it became apparent pretty quickly that, in comparison to other solutions, Geneos would suit our needs. Within a month it proved it could monitor everything we wanted and within three we had it up and running, monitoring a large number of our systems. We initially tried to set up our own central application support team and funnel all alerts to this team. However, this meant we had no visibility across the trade lifecycle and led to a very fractured approach. We soon realised we needed to create a coordinated global support function providing a complete view of all systems, with the ability to deliver support to all our offices. This looked an extremely arduous task as so many of the systems we looked at could only monitor one aspect of our infrastructure but not another ... until we were introduced to Geneos." He added: "Going forward, we'd like to capture metrics to support more sophisticated capacity planning as well as move logging, currently provided inside the application, so we use the full functionality of Geneos and its visualisation tools more effectively. Meanwhile, we're confident we're the first to know when there's an issue and can communicate clearly to the business what is happening and what we are doing to fix it."

Kevin Covington, CEO of ITRS Group, said: "We are delighted that Marshall Wace has selected ITRS Geneos for their complete business monitoring. We are eagerly looking forward to working with them to expand the benefits they accrue from their use of Geneos."

ITRS Geneos allows the Marshall Wace team to have a business view of their complete infrastructure. This gives their developers the ability to quickly identify an issue, communicate with their traders and address it before it becomes a serious problem. This results in the team being able to proactively and rapidly resolve common issues so they can then concentrate on the new development which is the Marshall Wace trademark.