

Daiwa Securities SMBC Europe Limited

Over recent years the volume of fax traffic has decreased somewhat as e-mail and other online communications have become well established. Fax is still indispensable, however, for many organisations due to the business-critical nature of the documents that are transmitted. Paper documentation is still a fundamental part of the financial sector. As a result, fax continues to be a key communications tool for financial institutions, and fax servers offer the opportunity to integrate fax into the wider communications network.

The Background

Daiwa Securities SMBC Europe Limited is the wholly owned European investment bank subsidiary of Daiwa Securities SMBC Co. Ltd., a joint venture headquartered and regulated in Japan. The joint venture firm is 60% owned by Daiwa Securities Group Inc and 40% owned by Sumitomo Mitsui Financial Group Inc. Daiwa Securities SMBC Europe Limited operates across four divisions: Equity, Fixed Income, Investment banking & Derivatives.

Lane has provided fax and communications systems to Daiwa for over 20 years starting with a proprietary hardware based system consisting of predominantly telex and leased lines. Daiwa then installed the first release of the Lane Passport fax and messaging server, then based on OS/2, to allow integration of email and fax before migrating to the Windows based version in use today.

The Requirement

Over the years that Lane has been trusted to deliver this business-critical part of Daiwa's communications infrastructure, the system configuration has changed in line with their business requirements. Lane's Passport Fax Server today provides a centralised hub for handling up to 350 business-critical fax messages per day. These messages include those generated by automated systems in areas such as Settlements and Futures & Options together with desktop faxing in various departments for both outbound and inbound fax messages.

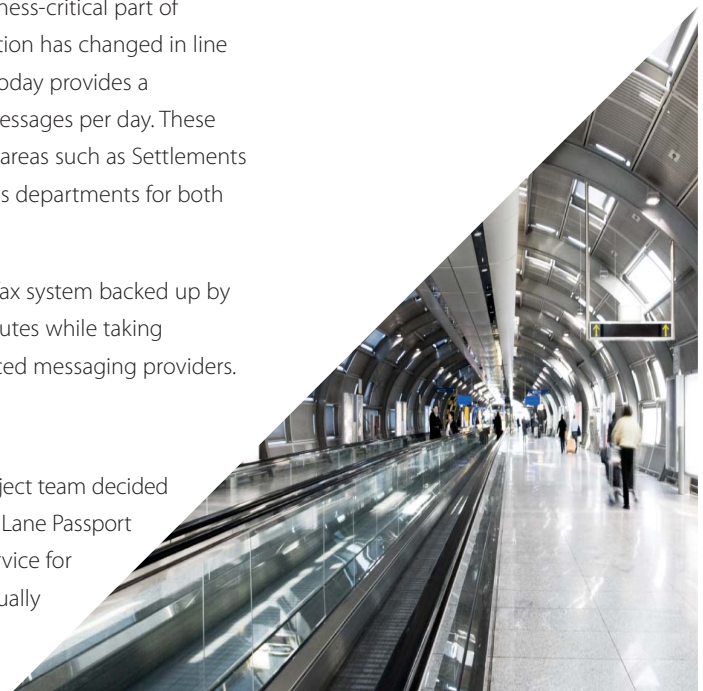
The Lane system provided a robust, reliable and secure core fax system backed up by excellent support. The challenge was to maintain these attributes while taking advantage of some of the efficiencies available from outsourced messaging providers.

The Solution

On reviewing their communications requirements, Daiwa's project team decided that they wanted to combine the security and reliability of the Lane Passport system with enhanced efficiencies offered by the WireFast service for outbound faxing. As Lane is able to develop interfaces to virtually all communications systems, a fully reconciled IP interface to the WireFast messaging service presented few issues.

At a glance

- Enterprise-wide fax server for transmission of business-critical documents
- A long standing customer with evolving business needs
- Combined security of an in-house system with outsourced efficiency
- Full integration with back office systems
- Full compliance with regulatory requirements
- System configured to provide full disaster recovery



The system now interfaces with Daiwa's back office systems via FTP and is integrated into their Microsoft Exchange email system. Inbound faxes to the production system arrive via 10 digital fax lines through the Lane Passport Fax Server and are automatically distributed to the required destination.

A standby system, located in the disaster recovery site, is configured in a Hot Standby cluster with the production system so that all message details, audit, archive and system configuration is mirrored between the two systems. This standby system is configured for manual rather than automatic take over to allow for redirection of fax numbers etc.

The Result

The solution developed by Lane and the Daiwa project team combines the benefits of the Lane Passport Fax Server with those offered by an outsourced provider for delivering outbound fax. The system delivers in-house management control, full audit and regulatory compliance, greater reliability and reduced operating costs.

Daiwa is very pleased with the way that Lane continued to provide the excellent support they have for many years in delivering a solution that is right for their client. As Garry Rogers, Senior Systems Engineer at Daiwa comments, "Any time I have to contact Lane over a technical issue they are always very responsive and keen to help. They are always a pleasure to deal with - not something you can say about many companies these days!"

From Lane's point-of-view, a good working relationship with their client is vital as it allows their highly experienced development team to fully understand the business objectives and to produce a customised solution for their client. Daiwa has remained a valued client for Lane because of the reliability of the Passport Fax Server, their ability to react quickly to changing requirements and their willingness to support Daiwa as the business evolves



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