

Support and Professional Services for Ancoa LTD

Ancoa, founded in 2010, provides contextual surveillance and insightful analytics for exchanges, regulators, buy & sell-side firms. Ancoa brings together a strong pedigree & track record in capital markets, technology, surveillance, analytics and entrepreneurship.

Why Ancoa applied to STP house

Ancoa decided to invest in its core assets and focus mainly at R&D and Sales while outsourcing its service department with a class A partner.

STP house was selected in 2014 as a partner due to its core focus at client services in the Fintech domain and professional services expertise.

Initially STP house was engaged to provide Project Management and 24x5 helpdesk services to ANCOA's customers and gradually expanded its services as part of ANCOA's request for full customer support coverage including helpdesk, Level 2 support services as well as Project Management and QA services.

Description of the services

STP house service was proven to be effective for ANCOA customers allowing Ancoa to focus on its core domains while increasing customer satisfaction and team efficiency.

As ANCOA matured and additional customers have joined, the existing support model had to be revised and extended in order to meet the increasing customers' needs (capacity, load, geography and knowledge).

STP house were again selected by ANCOA to extend the support process. The new support model includes wider range of activities with more personnel allocation, in order to increase the level of service, reduce the overhead of ANCOA's R&D teams and assure the continued customer satisfaction.

Operational tasks performed by STP House

The range of services included:

- Customer support – full outsource services for the entire support chain
- Professional services - Allocating experienced project managers to run and manage the client's projects
- QA – Allocating QA experts to ramp-up functional and regression tests

The scope of services

- [Continued 24*5 availability](#) – Assures ongoing availability of qualified, trained and experienced support engineers for any client communication.
- [Improved service tools](#) – Implementation of improved processes and tools for tracking and communicating client cases. This includes performing pro-active out calls to clients before service issue occur for health check of preventive maintenance. The client also benefits from periodic reporting and ongoing view and control of the support status.
- [Dedicated engineers with sufficient support bandwidth](#) – STP house offers support engineers that are trained and familiar with ANCOA's product. This brings value add response which enables to reproduce a case, check if this is a user error, defect, configuration issue or a missing functionality. Following that the Level 2 support should be able to supply the customers with value add response including procedures, instructions or relevant workarounds, where applicable. On top, STP house is bringing forward a dedicated role of Support Manager with knowledge and authority to solve cases escalated beyond the Call Center with increased value and capabilities.
- [Better time utilization](#) – Increased utilization of the allocated staff by tasking them with QA assignments while waiting for service calls. The QA assignments include testing new features, testing fixes or SW patches (etc). The extended utilization increases the knowledge of Tier1 staff while provide better utilization of manpower in times of low support requirements.

STP House involvement benefits

- ✓ Reduce ANCOA DEV team overheads
- ✓ Complete streamlining and ownership over the Tier 1, 2 and escalation process under one team
- ✓ Proactive health checks which result in reduced number of mission critical cases overall
- ✓ Cost effective approach with quick onboarding and minimal overhead

Range of Services provided

The services under the agreement were essential to the continued success of Ancoa. To ensure that services delivered are appropriately sized, costed, delivered to consistent quality and without compromising existing services, STP House and Ancoa agreed to deliver the following:

1. All processes used for delivery of support Services were formalized and agreed by both parties,

The Processes included:

A. [Account Management Processes](#); Performance Management, Service Improvement as well as DR / BCP and Knowledge Management

B. [Ticket Management Processes](#); Major Incident Management, Incident Management, Request Management, Change Management, Problem Management and Capacity Management

C. [Quality Assurance](#)

2. Governance was formalized, documented and agreed by both parties.
3. SLAs and KPIs were defined reviewed and agreed by both parties.
4. Resourcing, Responsibilities and allocation of staff were reviewed and agreed by both parties.