

Case Study



Capital Institutional Services, Inc. Gains a True Disaster Recovery Site with DataBank

INTRODUCTION

This case study of Capital Institutional Services, Inc. is based on a 2021 survey of DataBank customers by TechValidate, a 3rd-party research service.

Capital Institutional Services, Inc. (CAPIS) was founded in 1977 to provide a different—and better—way of delivering trade and research services to institutional investors. The company's goal was to offer exceptional trade execution while providing access to independent, third-party research.

Today CAPIS is one of the top institutional agency brokers and independent research providers. With no competing lines of business to compromise its objectivity, CAPIS focuses solely on delivering superior execution services for its institutional clients.

CHALLENGES

Recently, CAPIS faced a number of challenges related to the way it hosted and managed vital IT infrastructure:

- Business risk associated with disaster risk and business continuity
- The need for a better, more geographically diverse data center strategy to increase overall performance and provide a better alternative for disaster recovery
- Difficult managing compliance efforts for key industry regulations, especially SOC audits
- A lack of real-time visibility into the performance applications, systems, workloads, and IT assets
- A lack of budget and other resources needed to modernize its own hosting environment, especially power, facility space, and networking
- Minimal IT staff, especially those with specialized skills related to security, maintenance contracts, IT hosting, management, and troubleshooting

USE CASE

CAPIS recognized that it could benefit from a better, more diverse strategy when it came to deploying IT assets in a data center, since this approach could deliver the options that could best meet the company's needs, such as colocation, cloud hosting, and interconnections.

As part of the selection process, CAPIS evaluated many data center and colocation vendors, including Equinix, Cologix, and Cyrus One. The company did not operate a disaster recovery center for a period of time and even considered the idea of operating its own data center

According to Kevin Kelly, IT Director at CAPIS, "We evaluated 10 different data centers before choosing DataBank and have re-evaluated over the years. Everything about DataBank, including the personal relationship and the services they provide have been a great fit for us."

Today, CAPIS uses DataBank's Dallas Fort Worth DFW1 site, which is located in the former Federal Reserve Building in the heart of the Dallas central business district. CAPIS clients enjoy the connection to the financial world, and the total service offerings—colocation hosting, disaster recovery, compliance enablement, and interconnection/ networking services—have all worked well for CAPIS.

Now, with DataBank, CAPIS has increased its visibility into the performance of its entire IT infrastructure. As a result, the company now has a better understanding of various risks so they can take proactive steps to minimize it and focus on increasing performance.

RESULTS

CAPIS is convinced that they made the right decision and credits DataBank for its commitment to understanding their business and responding to their unique requests and business objectives. "DataBank has always delivered and helped us achieve our goals."

CAPIS also credits DataBank for eliminating the time, effort, and worry once associated with managing its mission-critical IT infrastructure and assets.

Source: Kevin Kelly, IT Director, Capital Institutional Services, Inc.

