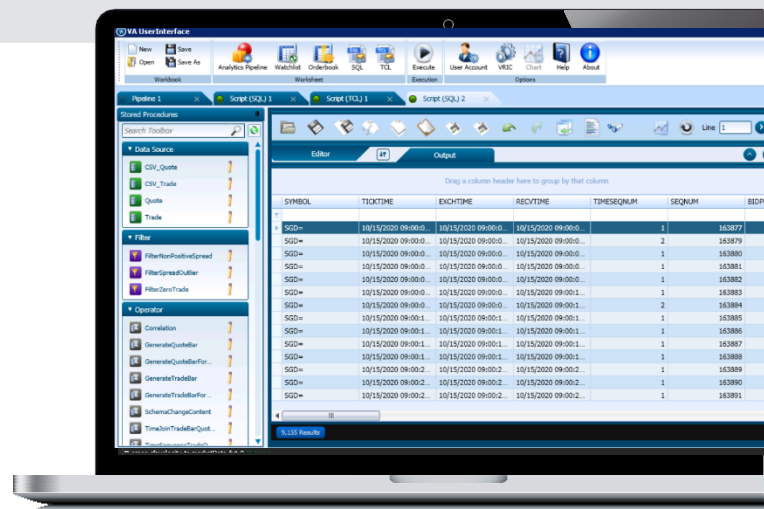# Management & Support of Data Analytics

- URSUTECH manage deployment, operations and support Data Analytics clients on the behalf of Refinitiv.
- This global responsibility, which includes the licensing, upgrades and governance of Data Analytics, is encompassed in a comprehensive managed service approach.

Environment

- Red Hat Linux
- Windows Server

Why is DA complex?

- Data Analytics is a bespoke system containing a large number of market data

- Lack of development support requires ingenuity from URSUTECH

- Maintaining such a large amount of data requires efficiency, expertise and time

- Support knowledge is hard to come by for a legacy system

What is the value?

- 24x7 support; resolving all client queries and maintaining the system flawlessly

- 10+ years experience in historical data management

- URSUTECH understand the complexities of building and maintaining historical data gathering infrastructure

- Vast pool of knowledge of common issues/ solutions and performance figures

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Challenges

- Kx Technology - KDB+ Engineering

- Complex Architecture - **100+** processes per server

- High-performance Analytics platform that combines TR Financial and Risk content

- High degree of complexity

- Global monitoring 24x7x365

Technical Highlights

- Agile Team Management for product evaluation and engineering support

- Day-to-day application maintenance of production and UAT systems

- Creation of custom ITRS Netprobes & monitoring for DA system

- Monitoring Applications (ITRS, automated emails, chats)

- Start of Day and End of Day checks (manual + automation)

- Trouble shooting issues on highly complex systems

- Day-to-day issue identification/troubleshooting, issue resolutions and escalations

- "q" programming & query language for kdb+ database array analysis

- In-house developed Python Scripting for FTP file upload/download automation

- Tick database population for real-time and historical data using TR Elektron Data Platform, giving the client the ability to query kdb+ database for real-time, historical and time-series data

- Client Execution/Orders ftp file download, validation, ftp file upload

- Management of analytical data for Quarterly MiFID report generation and submission to client to meet client regulatory reporting requirements

- Use of 'q' query language to interrogate kdb+ database

- Exchange Map management

- Support of columnar database 'kdb+'

- Database Management and Database support of kdb+ database populated with client data

- Monitoring of system/processes for performance and stability

- Support Runbook and documentation creation

- Software updates/upgrades

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