

Iress Powers Global Financial Resilience with Advanced Networking Solutions

Executive Summary

Iress, a global leader in financial services technology, provides the critical infrastructure that powers trading, wealth management, and investment research for thousands of users worldwide. To maintain its reputation for operational excellence and fuel its transition toward an AI-driven operating model, Iress required a network partner capable of delivering high-reliability connectivity across key global hubs in the APAC region and North America.

By partnering with Lumen, Iress has fortified its network backbone with advanced Wave Connectivity and Ethernet solutions. This collaboration is built on superior engineering transparency and proactive support, ensuring that the sensitive financial data powering Iress's platforms—and its emerging AI capabilities—remains stable, compliant, and performant.

Introduction

Iress is a prominent technology provider catering to the financial services industry, specialising in solutions for trading and wealth management across multiple continents. In an industry where network “flaps” or outages can disrupt global markets, Iress prioritises the stability and integrity of its connectivity.

As Iress looks to the future, its vision includes integrating AI into its operating model to drive efficiency and innovation. To support these advanced workloads in markets such as Australia, Singapore, Canada, UK and South Africa, Iress sought a partner that offered more than just bandwidth; they required the architectural precision necessary to support the data-intensive demands of next-generation financial technology.



Challenges

- Network reliability is critical for Iress
- Next-gen network capabilities to handle AI and ML data transmission
- No single point of failure tolerance

Solution

- Lumen Wave and Ethernet provided state-of-the-art connectivity
- Lumen Dedicated Cloud Connection to enhance hyperscaler connectivity
- Trusted dedicated pre and post-sale engineering to support daily operations

Results

- Superior network stability
- AI-ready infrastructure
- Proactive problem solving

The Challenge

Ensuring Unwavering Reliability in a 24/6 Market

Operating in the financial sector requires a network that can handle the rigors of real-time data transmission while adhering to strict regulatory frameworks.

Key challenges included:

- **Consistency Over Raw Speed:** While latency is always a factor, Iress identified that network reliability is more critical. Even a few seconds of disconnect can impact global order flows potentially impacting millions in financial trades.
- **Data Integrity for AI:** As Iress integrates AI and machine learning, the consistency of data streams becomes paramount. AI models require secured, uninterrupted, high-quality data to provide accurate insights and automation.
- **Geographical Complexity:** Establishing diverse and resilient routes across the APAC corridor (Sydney to Singapore and Japan) required sophisticated engineering to ensure no single points of failure.

The Solution

Engineering Excellence and Transparent Collaboration

Iress leveraged Lumen's global network and technical consultancy to build a resilient, hybrid infrastructure:

- **Robust Network Architecture:** Lumen provided diverse Wave and Ethernet connectivity designed with built-in redundancy, ensuring that Iress's services remain online even during regional disruptions.
- **Hybrid Cloud Integration:** Lumen supports Iress's shift toward a hybrid model, providing multiple Dedicated Cloud Connection (DX) links to a global hyperscaler. This provides the high-bandwidth foundation needed to process large datasets for AI and analytics while maintaining the security of dedicated hardware.
- **Strategic Engineering Transparency:** A standout feature is Lumen's pre-sales and post-sales engineering. Lumen provides immediate, transparent root-cause analysis, fostering a high-trust relationship.

"Lumen sets itself apart through engineering transparency and a deep understanding of our business. Beyond simple connectivity, they provide the technical expertise to design robust, redundant services that ensure data integrity. This proactive approach gives us total confidence that our network can support our focus on AI-driven innovation and the high-performance standards our clients expect," Dale Monger, Head of Network Engineering at Iress.

“Iress is at the forefront of the AI revolution in fintech, and that level of innovation requires an uncompromising foundation of reliability. At Lumen, we don't just provide circuits; we provide the engineering partnership necessary to solve complex global challenges. We are proud to support Iress as they leverage our robust network to deliver AI-driven efficiencies and world-class data integrity to their clients,”

— John Hines
Senior Director, Enterprise at
Lumen Technologies

The Results

A Foundation for Stable, Scalable Growth

The partnership has enhanced Iress' market position through:

- **Superior Network Stability:** By prioritising Lumen's reliable circuits, Iress has significantly reduced micro-outages, ensuring a seamless experience for trading and market data clients.
- **AI-Ready Infrastructure:** The robust hybrid-cloud connectivity allows Iress to scale its software platforms exponentially, providing the predictable throughput required for AI integration and data-heavy processing.
- **Proactive Problem Solving:** With Lumen's "post-sales" support, the Iress team can manage their global network with greater confidence, knowing they have a partner that understands the high stakes of global finance.

“In terms of quality and reliability, we have seen more consistent performance on Lumen circuits than with other carriers—they have been rock solid. Beyond the delivery, we are impressed with the post-sales transparency. Unlike other providers that might offer vague responses after an event, Lumen is upfront and immediate with their technical insights. That level of quality is proven.”

— Dale Monger
Head of Network Engineering at Iress



Conclusion

The collaboration between Iress and Lumen demonstrates that in the world of global finance, reliability and trust are the most valuable commodities. By moving toward a deeply integrated engineering partnership, Iress has ensured its infrastructure is ready for the future.

Looking ahead, Iress is focused on maintaining its momentum through further technological advancements, including the integration of AI to drive market efficiency. Iress continues to optimise its global footprint, confident that Lumen's technical expertise and "rock-solid" connectivity will support their mission to provide the world's most reliable financial technology.