

B2BITS Operational Intelligence

Your Virtual FIX Support Engineer

AI-orchestrated operational expertise for electronic trading, from onboarding and certification to incident investigation and 24×7 support.

25+ years of B2BITS
expertise

300+ clients
supported

100+ venues and
protocols

AN AI ENGINEER

**Explains
what happened**

**Diagnoses
why it happened**

**Recommends
what to do next**

Not just a chatbot. It orchestrates specialist FIX tools and explains findings with evidence.

From operational events to recommended action

A repeatable investigation flow that reduces manual searching and accelerates escalation.

01

EVENTS

Alerts, rejects, logs, FIX traffic and thresholds

02

CORRELATION

Compare with historical patterns, then correlate sessions, venues, configurations and releases

03

ROOT CAUSE

Cause hypothesis, supporting evidence, confidence and blast radius

04

RECOMMENDED ACTION

Next query, configuration or routing action, rollback or escalation

OUTPUT FOR OPERATIONS

A concise explanation, evidence trail, affected services, next diagnostic step and recommended response that an engineer can validate and execute.

Expert FIX knowledge that learns your environment

The quality of the answer comes from combining domain expertise with the client's operational reality.

B2BITS DOMAIN INTELLIGENCE

FIX protocol semantics

Session state, sequencing, resend and recovery behavior
Venue specifications, dictionaries and certification rules
Gateway patterns, monitoring signals and product release knowledge

25+ years supporting 300+ clients and 100+ venues

CLIENT-SPECIFIC INTELLIGENCE

Topology, products, gateways, venues and counterparties

Configurations, release notes, policies and runbooks
Historical incidents, tickets and outage patterns
Splunk, Elastic, databases and file-based evidence
Git, Jira, Confluence and enterprise knowledge platforms

The engineer builds context over time, so investigation becomes specific to your architecture, products and operating history.

Deploy where your operational data must stay

Use enterprise AI providers, a private cloud model or a Local LLM without changing the operational workflow.

LOCAL LLM: CLIENT-CONTROLLED INTELLIGENCE

KEEP DATA LOCAL

FIX traffic, logs, topology, configurations and runbooks remain inside the controlled environment.

OPERATE IN ISOLATED NETWORKS

Supports on-premises, private-cloud and air-gapped trading operations.

CONTROL MODEL AND GOVERNANCE

Choose approved models, retention policies, access controls and upgrade timing.

REDUCE EXTERNAL DEPENDENCY

Predictable availability for sensitive workflows, even when public AI services are restricted.

CONFIGURABLE DEPLOYMENT

ENTERPRISE AI

OpenAI, Anthropic, Gemini or approved provider

PRIVATE CLOUD

Dedicated model endpoint in the client cloud

LOCAL LLM

On-premises GPU appliance or isolated server

One intelligence layer. The same tools, client knowledge and investigation workflow across deployment models.

Why augment the support team now

Expert operational knowledge is scarce, expensive to scale and slow to onboard.

THE SUPPORT TALENT CONSTRAINT

Experienced FIX support engineers are difficult to recruit and retain

Senior expertise is costly and cannot be everywhere at once

Even strong hires need time to learn topology, products, policies and outage history

Coverage and resolution cost varies with incident volume and staffing

THE VIRTUAL ENGINEER ADVANTAGE

Demonstrated expert-level FIX knowledge in practice-based evaluations

RCA task speed comparable to an experienced engineer in initial testing

Learns the client environment quickly and retains operational context

Scales support capacity at lower marginal cost

Local execution makes inference cost more predictable and keeps sensitive data controlled

It builds and retains the operational memory of an engineer who has supported your environment for years.