

## CASE STUDY

### ETX Capital

- A performance focused business – heavily regulated by the FCA
- A global provider of industry leading platforms, designed for wide range online financial trading

### The Business Situation

ETX Capital operates in a highly regulated and complex industry. The business provides a significant amount of product choices to be able to offer its customers such a versatile trading experience. In 2016 the business identified a need to outsource its meeting support to a professional company, after attempts to manage this process in-house had proved difficult and impractical. From the very outset, Bridgehouse hit the ground running by supporting existing in-house resources and producing high standard, accurate minutes. Granular detail and accuracy of discussions are extremely important to this client, along with trust and a connection with its directors.

### The Core Services provided by Bridgehouse

- Board and committee meeting support
- Introduction of board portal
- Ad hoc governance advice
- Ad hoc filings and companies house notifications



## The Key Benefits

- Consistency – providing a true steadiness of minute style for the directors
- Outsourcing – “the resources are better and we always have someone on hand to attend, with in-house resource we have absence and sickness to consider”
- Flexible approach – peace of mind for short notice meetings / re-arrangements

*“The directors are all very happy with the quality of the minutes produced and the turn around time. Bridgehouse’s meeting support helps to free up valuable time for me, as I know how long it takes to produce a good set of minutes! We appreciate how all the team are so flexible with timings, we often call short notice meetings and the fact that Bridgehouse accommodates this so well is a huge benefit. The speed with which ad-hoc governance advice and guidance is provided is excellent – it is very clear that someone is always monitoring emails. I feel that I can completely rely on Bridgehouse at all times – they are a joy to work with and a very friendly team ”.*

*Pyn-An Sun, Head of Legal, ETX Capital, October 2017*



**Uplifting** governance

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