

BTC Markets

Introduction

Exchanges are crucial access points to crypto assets for the masses, allowing fiat-to-crypto and crypto-to-crypto trading. These services require uninterrupted access to a wide range of protocols.

One such exchange, **BTC Markets**, is a 100% privately owned Australian exchange for users to buy and sell crypto assets.

Founded in 2013, it is now the country's largest, most liquid crypto exchange. They provide real-time, instant AUD fiat deposits and withdrawals, processed 24/7 via the New Payment Platform.



In the words of Caroline Bowler, CEO of BTC Markets

BTC Markets has over \$8.75 billion in trades & 270,000+ users making it imperative to collaborate with a secure, trusted platform.

What were BTC Markets' infrastructure needs?

01 Enterprise Level Infrastructure

As Australia's top cryptocurrency marketplace, having enterprise level infrastructure to support its users is absolutely essential.

As BTC Markets hosts multiple cryptocurrency protocols, a robust node network for each respective blockchain is needed to deliver the customer experience its users know and love.

02 Local Geographic Support

It was exactly this need for enterprise level protocol support across multiple geographic locations that BTC Markets sought a trusted infrastructure partner to deliver the level of service they needed as a prominent exchange.

03 World Class Security

BTC Markets needed infrastructure that was in-line with their world class security.

For example, BTC Markets uses a cold and hot wallet system to secure funds, regularly runs fund reconciliations and encrypts their cold wallet storage in multiple locations.



What was BTC Markets seeking?

BTC Markets was looking for a trusted node infrastructure provider who could service all of the blockchains they cater for on their platform in various locations.



Benefits of having a trusted node infrastructure provider

01 Better Customer Experience

Partnering with the right infrastructure provider would free up significant resources while improving their customer experience. By outsourcing the maintenance and management of their node infrastructure, they could free up developer time to focus on the services which add value to their customers.

02 Faster Operations

BTC Markets require high availability (HA) validating & non-validating nodes, in order to use their depositing system. Having the right partner would deliver that.

03 Cost Reduction

The right infrastructure would reduce overhead costs significantly of operating the exchange.

Blockdaemon's Solution: Total node management

As an industry-leader, Blockdaemon was able to support BTC Markets' need for high-quality nodes in Australia.

The advantages of working with Blockdaemon included

- ✓ High-quality nodes which provided guaranteed uptime, speed, security and support across all of the protocols hosted on the BTC Markets exchange.
- ✓ 99.9% up-time of the underlying data-center
- ✓ Monitoring nodes on behalf of BTC Markets, including CPU load, disk, memory, log files, peer count and block height.

This total support across all of the blockchains offered by BTC Markets on their exchange led Blockdaemon to be a perfect candidate.



Blockdaemon: Security First

Blockdaemon was also aligned with BTC Markets' security
-first approach.

Blockdaemon is ISO 27001 aligned with enterprise grade security
and backup systems.

We never store private keys and actively monitor for potential
security threats at all times.

Blockdaemon was on call 24/7 to support their infrastructure
& regular communication via. Slack for rapid back-and-forth with
the BTC Markets team.

We also supplied ongoing updates regarding node performance.



The result of meeting all of these requirements was
Blockdaemon becoming a trusted partner for BTC Markets'
node requirements.

According to Caroline Bowler, CEO of BTC Markets,

*Since they [Blockdaemon] support 30+
protocols, offer monitoring solutions, and
handle node software updates, it saves us time
and overhead costs so that we can focus
on our customer experience.*

What was the result of BTC Markets working with Blockdaemon?



BTC Markets' customers enjoyed higher user satisfaction. All users reaped the reward of high-quality node infrastructure in the Australian market.



Improved user experience, as the nodes established in Australia mitigated network latency for their connections. Users profited from the consistent and reliable uptime. Blockdaemon was engaged as a partner to deploy, manage, and maintain nodes in the Australian region with an SLA ensuring uptime of >99.9% and nodes without rate limits.



Providing a high-availability setup using several nodes per protocol with load balancers, Blockdaemon ensured both >99.9% uptime and reliable access to the protocols without rate limits.



Furthermore, Blockdaemon freed up developers' time to allow them to do what they do best. Now, BTC Markets can focus more on improving user experience, without worrying about node infrastructure management.



How Blockdaemon can help you

Our experience running nodes on every major network has led us to develop market leading tooling to help reduce the risk of managing nodes.

Blockdaemon's proprietary monitoring systems ensure that optimal health of every single node we manage is maintained.

We achieve all of this with 100% security guaranteed. This means your node is yours exclusively without the risks of shared resources.

Our team is embedded in each protocol community we support, making sure our deployments stay ahead of the curve on all network updates on behalf of our customers.

We manage, maintain and upgrade your nodes to ensure uptime and peak performance.



Thank you!

**Would you like to learn
more? Get in contact
with us today.**