

CASE STUDY

# Coinhako Streamlines and Scales Crypto Services, Powered by Talos

**coinhako**





## Introduction

Coinhako, a leading cryptocurrency platform in Asia, implemented Talos technology to enhance its multi-faceted trading operations. With Talos's White Label platform and dealer functionality, Coinhako streamlined its workflows, improved liquidity, and optimized risk management. This collaboration enabled Coinhako to focus more of its resources on expanding its services, while providing reliable, efficient and continuous trading to its growing customer base.

## The Company

Founded in 2014 by Singapore entrepreneurs, Coinhako is a reputable cryptocurrency platform offering reliable digital asset access for both retail and institutional customers in Asia. Coinhako was created with a simple value proposition – to create a hassle-free way to access bitcoin. Over the years, they expanded on this foundation to support a wide range of digital assets, as they work towards their vision of enabling access to the crypto-economy across Asia.

Coinhako is widely recognised as one of the most user-friendly platforms for retail customers, boasting robust features, user-centric design, and uncomplicated trading workflows, and providing secure and seamless access to a broad range of cryptocurrencies.



## The Challenge

With a growing number of customers trusting and relying on their services across trading, custody and investment solutions, Coinhako was looking to maximize their workflow efficiency through a robust technology solution that could scale with their growing business and help them expand their services.

As a regulated provider of digital payment token services, Coinhako serves their customers through various channels including a mobile application, web interface and an OTC desk. Customers can transact in a wide variety of digital assets against Singapore dollars as well as US dollars. To facilitate the business, Coinhako runs:

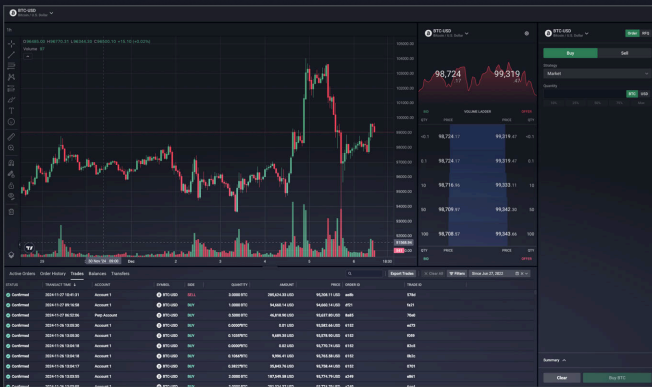
- an active trading desk, responsible for sourcing best available liquidity from a market fragmented across exchanges and OTC dealers;
- a treasury desk, responsible for collateral management to ensure smooth trading and settlement across digital and fiat currencies; and
- an FX desk to manage currency conversions.

The visibility of real-time customer trades and resulting positions was paramount to optimizing the movement of assets while keeping the risk in check. A robust infrastructure along with a resilient workflow was needed to support a smooth customer experience in a market that is available 24/7. Therefore, it was imperative to get all the moving parts of the business working in tandem to achieve sustainable scalability.



## The Solution

Coinhako implemented Talos's White Label platform and incorporated dealer functionality to power critical aspects of their customer workflows.



*For illustrative purposes*

- The **pricing engine** enabled dealers to configure tailored pricing for different customers groups, for a predefined list of assets, and to route their orders to either an internal trading desk or the preferred source of external liquidity.
- The **synthetic FX crossing** functionality allowed the cryptocurrencies to be quoted in local or any other desired fiat currency while allowing the trade to be split into underlying components for segregated hedging.
- The **real-time visibility** of customer trades and positions ensured effective risk and treasury management for the underlying assets.
- The **position management** workflow allowed the Coinhako trading teams to create and map books to each desk for efficient profit & loss tracking and segregation of duties.
- The built-in **rules engine** gave the traders flexibility to route the positions for any specific token to a particular book for tracking and hedging.
- Talos's expansive **connectivity network** allowed them to aggregate liquidity from a diverse set of exchanges and OTC counterparties to help ensure best execution and pricing resilience, especially during volatile markets.
- A suite of fit-for-purpose **execution algorithms** facilitated smart execution in various market conditions.



## The Results

By implementing Talos's technology, Coinhako achieved infrastructure resilience and long-term scalability while allowing them to reallocate engineering resources towards building services to enhance their customer experience.

The single point of access to deep liquidity powered by Talos's aggregation technology has yielded tight spreads for their customers while facilitating a seamless 24/7 trading service.

A flexible rules engine has allowed traders to configure the platform for effective risk management based on asset type, market volatility and time of day. This functionality has also helped to reduce execution cost and improve profitability through efficient netting of positions.





*"The integration of Talos's technology into our operations has helped advance our mission to improve access to the crypto economy across Asia. With Talos, we've enhanced our trading infrastructure, enabling us to manage risk more effectively, and to offer better service to our clients around the clock."*

**Kelvin See**

Head of Trading | Coinhako

*"We are proud to work with Coinhako on their journey towards offering superior, trusted cryptocurrency services in Asia. Our sell-side solutions are designed to handle the complexities of digital asset trading with ease, ensuring Coinhako can provide their customers with unmatched reliability and efficiency."*

**Samar Sen**

Head of APAC | Talos

## The Future

As Coinhako strengthens their institutional offering, they will continue to leverage Talos's platform to bring innovative trading services to their customers.



[talos.com](https://talos.com)

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