



Best Specialist Outsourced IT Services Provider - USA

Halcyon Financial Technology, L.P. provides tailored Information Technology services for Private Equity, Hedge Funds, and investment management firms. We caught up with Founder Rodric O'Connor to learn more.

Established in 2010 by industry veteran Rodric to address a gap in the market serving small to mid-size financial services firms with best practice IT support, HalcyonFT's team of experienced IT professionals brings decades of experience in the financial services industry and a proven history of working together at financial services firms in key IT roles. Rodric outlines the firm's mission and how it works to ensure that clients, who manage in excess of \$100 billion of investments, always receive the very highest standards of support and service.

"Here at HalcyonFT we adhere to the utmost integrity and professionalism when it comes to working with our clients. We keep our promises, and aim to deliver above and beyond our customers' expectations. We pride ourselves on our expertise and focus on the financial industry, where our reputation grows each time we help another client reach their goals.

To ensure our clients are always happy with the service we provide, we measure the user satisfaction at the end of every case that we close. We guarantee to our clients that their average rating will exceed 4 out of 5. In seven years of measurement we have averaged 4.98/5.0, and have never had to pay out to a client."



Employees are of vital importance to Halcyon, and the firm is constantly searching for new employees who will provide high quality service to clients, as Rodric explains.

"To ensure the highest possible standard of support for our clients, we look for employees who understand and are aligned with our firm's goal to deliver excellence in IT service. Our team strives to always deliver the best service that we can. We look for clients that realize that high quality technology is critical for them to achieve their goals."

Looking ahead, Rodric foresees a number of exciting trends in

the technology industry which will provide great opportunities for HalcyonFT's clients.

"Moving forward, the rise of cloud services at all layers of the technology stack, the death of traditional separate Storage Networks for on-premise high demand workloads, as well as the increased focus on cyber security at all levels within our clients will provide our firm with many exciting new avenues to explore. We will build upon our current success, and support our clients, both existing and future, through these industry developments. We continue to increase our expertise in cloud services, such as Salesforce,

Microsoft 365 and BOX, as these services become more appropriate for our clients. We will continue to investigate new technology as it emerges and evolves, determining what and when it is appropriate to be used by our client's specific needs."

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