

innovative



**HALCYON**  
Financial Technology

reliable

responsive

distinctive

trustworthy

holistic

specialized

## Industry

- High-net-worth family office
- Registered Investment Advisor (RIA)

## Areas of Focus

- Cybersecurity
- Employee productivity
- Remote Connectivity
- Disaster Recovery
- Office relocation
- Email encryption
- Document retention

## Technology Used

- Cisco Meraki networking
- Microsoft Office 365
- Microsoft EMS multi-factor authentication & MDM
- Mimecast email security
- Cylance end point protection
- LastPass
- KnowBe4 security awareness training
- Dropbox
- LiveVault
- Mitel VOIP
- Swizznet QuickBooks hosting

## The Challenge

A global wealth management firm and SEC-registered investment advisor (RIA) serving a high net-worth family needed to assess its technology and select appropriate technology upgrades in preparation for office relocation. The firm sought a proactive IT partner that could recommend improvements for greater cybersecurity, employee productivity and improved remote connectivity.

## The Solution

The firm reached out to Halcyon Financial Technology, L.P., for a comprehensive assessment of its current systems and technology. In mid-2017, HalcyonFT mapped out the state of the firm's technology, illustrating how systems were interlinked. HalcyonFT evaluated and identified which systems could be transferred to the new location and which should be replaced.

“ Working with HalcyonFT is very much a partnership. We have open discussions about the pros and cons of different options... They invite us to participate every step of the way to make the right decisions.

– CFO and CCO

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As the firm relocated to its new office location, HalcyonFT transferred and installed all systems to ensure continued operations with no gap in service to clients. HalcyonFT handled the arrangements for Mitel VOIP phone service, conference room technology, and internet service providers so that the firm's management team could continue to focus on core operations.

After the move, the primary objective was to adopt a cloud-based approach to improve cybersecurity and allow employees to access files remotely with heightened security. The team implemented Mimecast for email security, which filtered out thirteen thousand malicious and phishing emails in a year. The team also implemented Microsoft EMS for multi-factor authentication and mobile device management, LastPass for password management, Cisco Meraki for networking, and Cylance for end-point security. Migrating the firm's files and accounting platform to the cloud via Dropbox and Swizznet allowed the firm's employees to securely access files while working remotely anywhere in the world.

HalcyonFT trained all the firm's employees in the new systems. They collaborated with KnowBe4 for cybersecurity training, resulting in a reduction in risk from phishing attempts from 33% to 8%. The team also guided the development of disaster recovery and business continuity plans, ensuring a robust response in the event of a disaster.

## Current State

Today, the firm has settled into its new office, fully confident in the technology that powers its day-to-day business. All employees are trained and conversant in the new software, and they rely on HalcyonFT customer service for rapid troubleshooting when needed. HalcyonFT continues to make recommendations for further improvements, such as establishing a security operations center (SOC) and environmental monitoring of the onsite data closet, and has become a trusted partner for all of the firm's IT management needs.

“ We see Halcyon as part of our firm—not as an outsider—and that has been key to our success.

– CFO and CCO

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