

STEVE O'HANLON

CEO of Numerix

USA



“Like all long-term relationships, trust is a factor. Fairness is a factor. Caring is a factor. Great employees stay because they can trust that leadership has their back. They can trust that leadership will make the best decisions for keeping the company growing - and winning!”

I am the CEO of Numerix. I lead the strategic direction and business pursuits of the company, in addition to driving a continuous vision for growth and success.

I joined Numerix in 2002 as Head of Global Sales & Marketing, became President and COO in 2004, and subsequently was named President and CEO in 2013. I have a passion for entrepreneurship, leadership and innovation. I have spent my 35+ year career in leadership positions, growing start-ups and SMBs across the financial services technology industry.

Numerix provides innovative capital markets technology solutions and real-time intelligence capabilities for trading and risk management. Committed to out-of-the box thinking, the exploration and adoption of the latest technologies, Numerix is dedicated to driving a more open, FinTech-oriented, digital financial services market. Founded in 1996, Numerix is built upon an analytical foundation of deep practical knowledge, experience and IT understanding. Today Numerix is uniquely positioned in the financial services ecosystem to help its users reimagine operations, modernize business processes and capture profitability.

Q How have you impacted Numerix in its development since becoming CEO in 2013?

I've utilized my entrepreneurial experience and mindset to help Numerix to quickly develop new business strategies around technology innovation and adoption, which has enabled the company to rapidly react to market opportunities. One way I've help Numerix to succeed is to continually and proactively broaden my views on the trends and activities in the capital markets, beyond just software applicability. I think about ways that Numerix can help the broader capital markets space optimize productivity and efficiency, enhance profitability, and meet regulatory requirements.

Numerix is a FinTech company, so that means we push ourselves to think outside of the box—to create an environment where the generation and implementation of ideas flourish, where there is the constant pursuit of greater technology, and where there is continuous entrepreneurial thinking. Fostering and maintaining a climate where entrepreneurial thinking, idea generation, risk taking, and the ceaseless quest for innovation are highly encouraged has helped Numerix to attract and retain some of the best talent from across industry.

Today, the capital markets are at a pivotal point. Disruptive technological forces are challenging traditional financial services businesses, consumer demands and priorities are changing. Economic, political, and market shifts are squeezing revenues, and regulatory uncertainties are raising serious questions about long-standing operational and legacy technology models. Banks and other financial institutions need to find a way to move forward. Transformation is not a choice for them. It is a mandate to survive.

As CEO, I have led Numerix to develop and acquire the new solutions needed to help firms meet their transformation needs, and in ways not matched in the FinTech industry. As a result, today Numerix finds itself in its most exciting and rewarding stage of growth.



USA



Q What steps do you take to lead and inspire those around you?

I strive to maintain an organizational culture that breeds high employee morale, commitment, engagement, loyalty and the drive to succeed professionally, and personally. My goal is to create and sustain a highly efficient, productive, intellectual, marketing and sale-oriented, but also enjoyable workplace for all employees, which I believe could ultimately lead to, from a business standpoint, boosted competitiveness and increased revenues, because of shared beliefs and values. There are several ways I do this. For one, I espouse a workplace philosophy based on entrepreneurship and empowerment. All employees, regardless of their role, are encouraged to think creatively, and to offer their ideas. Additionally, everyone is empowered to make decisions and to see them through. We are a structured company but not staid.

I also think that having a "best-in-class" reputation in the industry serves to inspire our people. I want Numerix employees to inhabit a culture of excellence. For us, this means being a business that brings the best software to market, built upon innovation and technology superiority.

Finally, I think it is very important to recognize great work. Whether it's recognizing individuals out at our monthly town hall meeting, using a group chat to congratulate someone on an accomplishment, electing an employee of the year, or the all-time favorite, a promotion, at Numerix we go out of our way to recognize all individuals for their successes and achievements.

Q What motivates you to achieve the best for your colleagues and clients on a day to day basis?

I am motivated to achieve the best for all of my colleagues at Numerix because I am surrounded by great people—and I want them all to succeed. We have outstanding talent at all functions and I want them to see that I work hard to make Numerix an exceptional employer.

I've heard many employees tell me they feel as if they are part of something special by being here. In my view, being part of "something special" taps into those emotional connections that feed sense of pride, belonging and, most importantly, exclusiveness. That "something special" exists exclusively in the connection between the employee and the company.

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that leadership has their back. They can trust that leadership will make the best decisions for keeping the company growing—and winning!

In terms of clients, my motivation for achieving the best for them is that I want to develop client loyalties that last. I do not want Numerix to only be an "expert for hire". We are considered a trusted partner to our clients. I understand we are hired for our expertise—for our specific knowledge and skills and ability to solve for bespoke technology needs, but we're also devoted to delivering an outstanding client experience—and, thus, building deep client relationships.

The essence of the Numerix client experience is to provide a framework that helps us to meet the wide range of needs of our diverse client base, and to ensure we are delivering the type of service expected from one of the world's leading and most exciting FinTech companies. Our ethos has always been to deliver outstanding technology solutions in an outstanding way. We have retained more clients this way and have expanded many business relationships. We've also converted some clients into advocates, which has resulted in bringing in more prospects.

I also want to emphasize that delivering a great client experience is about a process that continues throughout a firm's relationships with its clients—relationships that, potentially, can exist not just for the short term, or even the long term, but that can extend over the lifetime of both organizations. That is achieved by helping our clients succeed, time and again.

Q How have recent advancements in technology improved the service that you and Numerix provide?

The reliability and consistency of open-source technologies, married with our own innovative IT, have enabled us to develop new features and functionality, and provide them in faster and in more dynamic ways to our clients.

In the past, developers and users could not engage with software in the most efficient ways. Programmers had to rebuild the same components and pieces again and again to meet changing requirements. Now people can interact with code and configure it to their own needs and software. With open source, it is much faster for us to investigate options and get solutions off the ground. That's a differentiator—speed is important because time is money, especially in the world of development. Open source products and the communities behind them provide developers and businesses with the opportunity to move quickly.

Q What must be kept in mind when building businesses in order to see success?

To successfully build and grow a business, the business owners and leadership team need to be fluid during the process. By that I mean being able to look at the different stages that the business is in at any given point and make the right decisions accordingly. And since a company's needs change at each stage, its leaders need to keep evolving at the right pace. That requires introspection, self-awareness, and a keen sense of strategy—both in the short and long term. Also, it's important to be nimble by being prepared to unhesitatingly make the kind of decisions and take the types of actions necessary to help get the company to the point where you want it to be.

Another very important factor is that if you want to create a scalable business, you have to understand how crucial it is to build brand equity and to create a connotative meaning to your company name. For example, the consumer market has a huge emotional connection to Apple. We're not Apple, of course. But we want to build a response from our own constituents that when they hear the name Numerix, they immediately connect that with a company that is one of the smartest, most innovative and reliable FinTechs in the capital markets.

Q What future do you anticipate for Numerix?

A few years ago, we set out on a mission to be a disruptive FinTech company in the trading and risk management market. One area of emphasis for Numerix is to actively engage with banks, asset managers and hedge funds globally to position our platform technology and analytics as a cornerstone of innovation and a scalable technology. The potential end state is to make a disruptive move counter to existing legacy architectures, empowering many capital markets institutions and forging new areas of growth for the firm.

We aim to carve out our own story as a FinTech. FinTech means many different things to many different people. For Numerix, it means being the leader in financial technology addressing the business making and profitability challenges of both the sell side and buy side. State-of-the-art, streamlined digital solutions and breaking the mold of legacy—that's our FinTech.

The other part of our growth story is that we want to be a much larger firm. We already are an established, global company with over 300 employees, but we want to start growing more rapidly. One step we took was to make our first acquisition of a technology company at the beginning of 2017, a move that we believe can help us leapfrog over our competition. And we are continuing to look at other organizations that not only will enhance our current offering, but also offer complementary services alongside our trading and risk platform. Numerix already stands out in a crowded space, but we need to continue focusing forcefully on our key differentiators. What's more, this year we have been a strong industry advocate for creating and driving change, and shaking up technology legacy inefficiencies as evidenced in our many thought leadership activities.



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