

Client Case Study: Executive Search Firm

SITUATION

An Atlanta-based retained executive search firm managed by a partnership team with more than 100 years of combined search experience had been working with another IT firm for 10 years. As their business grew, they exceeded its capabilities and were no longer getting the support they needed. They realized they needed to make a change and were referred to Network 1.

SOLUTION

The firm first met with Network 1 to discuss the current state of their IT systems, what areas were not being supported effectively, and where Network 1 could bring value. The firm's founding partner recalls appreciating that Network 1 was patient and listened to their needs during that initial meeting.

According to her, one of Network 1's strengths is explaining options thoroughly and clearly. She says, "You need people who are technical enough to do the job but can also bridge the communication gap. Network 1 gets granular enough, so I feel good about my decisions, but not so technical that they lose me."

In terms of responsiveness and accessibility, she states, "Network 1 is responsive, engaged, and their level of communication is exactly where it should be. They understand the level of technology needed in our services-based business and didn't push us into programs or systems that were well beyond our needs or that would overwhelm our processes."

The excellence of Network 1's work is what truly stands out for the firm. "The quality of their work has been very good over the last five years," she shared. "Network 1's response to any issue has been 110% of what it needs to be. Everyone makes mistakes. On the rare occasion when one is made, they have gone above and beyond to make sure things are rectified. They also look internally to see how future errors can be avoided; they always make it right."

RESULTS

The executive search firm and Network 1 meet annually for in-depth reviews. According to its founding partner, "I truly appreciate that Network 1 is proactive, looking at our business now and bringing up ideas that we may need to implement as we grow. They guide us toward better choices, not just what will make them more money."

Testimonial

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Network 1 is a great partner. We anticipate that they will continue to be our IT partner for years to come. I would strongly recommend them to others.

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Founding Partner
Executive Search
Firm