

SEARCHING FOR THE ONE

PIE





ONE CHALLENGE WE COULDN'T RESIST

One.network is a market leading communication tool used to display roadworks information in real time. It had built strong traction in its market across 120 customers. These were mostly within local authorities and varied across the spectrum from low touch, lower value to very high touch accounts. The company's ambition was to scale up and move beyond operational contacts within these customers to engage senior stakeholders with their longer term strategic vision.

The challenge was to find a Head of Customer Success to take on the role - and team - previously led by their Chief Product Officer. This person needed to relish the chance to build a new division and playbook, expand the team internationally, and, in the early days, connect with demanding "white glove" customers. The successful candidate needed a track record of being able to build functions and ensure successful outcomes from the get-go.

One big challenge then!



ONE WAY TO CUSTOMER SUCCESS

As the UK's leading Customer Success recruiter, PIE has an exceptional understanding of the market, particularly with companies early in their journey. We knew we had to find a balance between tenure, experience and seniority – because the responsibilities in an established CS division would be very different from the skills needed to grow a Customer Success function from the ground up.

It was clear that One.Network operated in a niche without a competitor pool to hunt from, so we used our market knowledge to select industry segments that would transition seamlessly. Using our extensive networks across UK Customer Success we managed to put together a strong shortlist of talented candidates in a very short time.



GOT IT IN ONE!

PIE successfully delivered the project in under three weeks from the point of briefing to the exchange of contracts with an outstanding candidate, including a three-stage interview process.

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FANCY A CHAT?

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