

Executive Search

Case Study

Customer Success Director

For a Global Workspace Technology
Organization Based in NY.

Technology Practice

Background

The client was a Series A workspace company headquartered in Singapore that had developed a platform to manage spaces using AI-ML & hybrid working.

What was the exact ask/ role specification

To search for a top-notch Customer Success (Deployment) Director who could manage enterprise-wide global deployments and manage a small team of project managers.

The process

The team worked with the HR and Head of Deployment to create a job description for the role, and key attributes for a successful deployment & customer success leader. We benchmarked compensation, incentives, and payout mechanism to make it competitive in the market. We had multiple interviews with all stakeholders of the role to understand key success factors and their impact. We used Gallup's Clifton StrengthsFinder leadership assessment tool and confidential candidate reference checks for this position to finalize the candidates. Successful candidates were engaged up to the onboarding date through a Sr leadership onboarding model. During the next three months, a coach was assigned to this leader who helped in the effective integration of the organization & team.