

My role is Professional Services Director and I lead a team of customer-facing solutions consultants, who lead the conversation with customers around their complex solutions with secure scalable outcomes. We design, integrate and manage secure, cloud-based and on premise IT Infrastructure with specialist expertise in Network technologies, Security and Unified Communications and Contact Centres. Our consultative approach delivers agile, business transformation for Enterprise customers around the world.

I was introduced to Robert and Concept Resourcing in November 2020. Concept initially approached our Chief Operations Officer to understand resourcing plans for 2020 and the potential pains regarding the number of hires planned. Our COO introduced me to Robert as he felt Concept's understanding of the challenge to hire quickly in a niche market is a tough one and "getting it right 1st time" is essential when working at pace.

I had a video call with Robert and talked about my plans to hire, what would be required and the timelines. I was pleased Robert and I had a business conversation, he understood my belief that building trusted relationships are key for all in a partnership and quickly won my confidence. It is important to build relationships with trusted partners who understand this shared challenge and the importance of highlighting well qualified and screen candidates the first time.

Since November 2020 I have been impressed with the engagement and listening skills. Robert quickly demonstrated that he understands our business and where we are heading. So far we have hired 1 senior business-focused consultant through Robert, who I am confident will add value to our team. I have recommended Robert internally to other managers and head of the department who look after our pre-sales, service desk and project management teams.

Moving forward I have reduced the number of recruitment partners we partner with and I am happy to confirm Concept Resourcing are part of that reduced list.

Professional Services Director  
£15 million T/O  
£15 million T/O

**If you'd like to know more about how the Concept team can help your business, please get in touch with Robert Taylor directly.**

✉ [robert.taylor@conceptresourcing.com](mailto:robert.taylor@conceptresourcing.com)

☎ 01384 245 869

