



## CLIENT SUCCESS STORY:

### A Confidential IT Leadership Search Stabilizes Service Desk and Protects Customer Trust

#### AT A GLANCE

##### CHALLENGES

- Service desk breakdowns created internal friction and customer experience risk.
- Confidential replacement was required to protect operations and client relationships.
- Need for proven IT leaders with service desk turnaround capability.

##### BENEFITS

- Delivered a strong shortlist quickly while maintaining full confidentiality.
- Helped leadership evaluate MSP outsourcing risk vs. internal rebuild.
- Placed an IT Director now stabilizing operations and modernizing core systems.



This hire was about reducing operational risk, not filling a vacancy. The right leader gave them a clear path to rebuild internally instead of outsourcing to an MSP.

#### JESSICA TIGHE

Sr IT Recruiter, Whitaker IT

A technology services company faced service desk issues that created internal friction, slowed response times, and put customer confidence at risk. The leadership team needed a confidential replacement search, quickly. Whitaker led a discreet, strategic search that would ultimately restore stability and rebuild trust.

#### THE CHALLENGE: IT OPERATIONS UNDER STRAIN

The service desk was experiencing significant operational breakdowns. Communication gaps, stalled workflows, and reduced responsiveness created internal frustration and external concern.

Because the issue touched customer relationships and internal morale, the search needed to remain confidential and avoid disruption or signal instability. Timing mattered; leadership was weighing MSP outsourcing if the right leader couldn't be found fast.

#### OUR SOLUTION: CONFIDENTIAL AND CONSULTATIVE

Understanding the urgency and sensitivity of the situation, Whitaker launched a confidential, targeted search focused on proven IT leaders with the credibility and leadership experience to stabilize the service desk function.

Beyond candidate delivery, Whitaker helped leadership assess operational risks and the long-term implications of outsourcing. With alignment on the role and its required impact, Whitaker delivered a curated shortlist of top-tier candidates with both technical credibility and the leadership presence to reset the department.

#### THE RESULTS: A TRANSFORMATIONAL IT LEADER

Whitaker placed an IT Director who is now modernizing systems, improving cross-department collaboration, and restoring confidence in IT operations.

The client praised Whitaker's speed, discretion, and ability to deliver exceptional candidates despite the complex landscape that brought immediate stability to their IT operations.