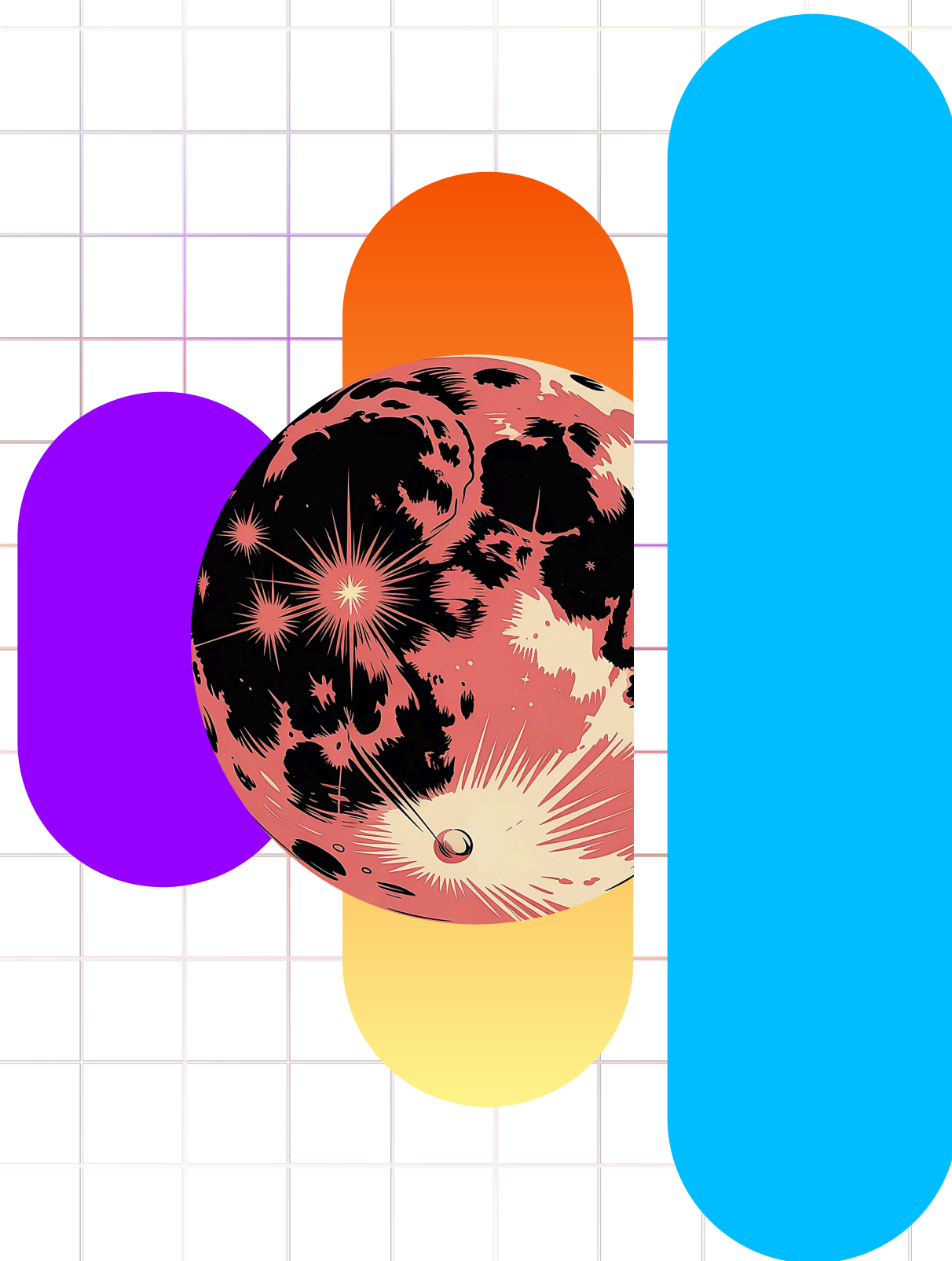


# NCSi Drives Consistency and Accountability for Their Clients with Fathom

How a 25+ year IT security and operations consulting partner eliminated scattered documentation, reduced project friction, and improved cross-team alignment



## ✦ Overview

Network Consulting Services (NCSi) delivers cybersecurity and IT operations consulting across complex client environments. To support continued growth and cross-team collaboration, the firm prioritized a more consistent approach to capturing and operationalizing meeting insights.

Fathom provided that foundation.

## ✦ The Situation

As client engagements grew in scope and complexity, meeting coordination became more difficult to manage consistently across teams.

- Notes lived across Zoom, Teams, OneNote, Google Docs, and Salesforce – **making it impossible to maintain a single, reliable record** of conversations and decisions
- Engineers and project managers **spent meaningful time** summarizing meetings and following up on next steps
- Action items were tracked differently across teams, **creating process and follow-up inefficiencies**
- In complex IT deployments, revisiting past decisions meant manually digging through old calls, **slowing scope clarification and increasing misalignment risk.**

As a firm built on trust and accountability, NCSi recognized the need for a more scalable way to capture and operationalize meeting insights while maintaining the high standards their clients expect.

## ✦ The Solution

After evaluating several AI notetakers, NCSi selected Fathom for its usability, feature depth, and ability to standardize meeting documentation across the organization.

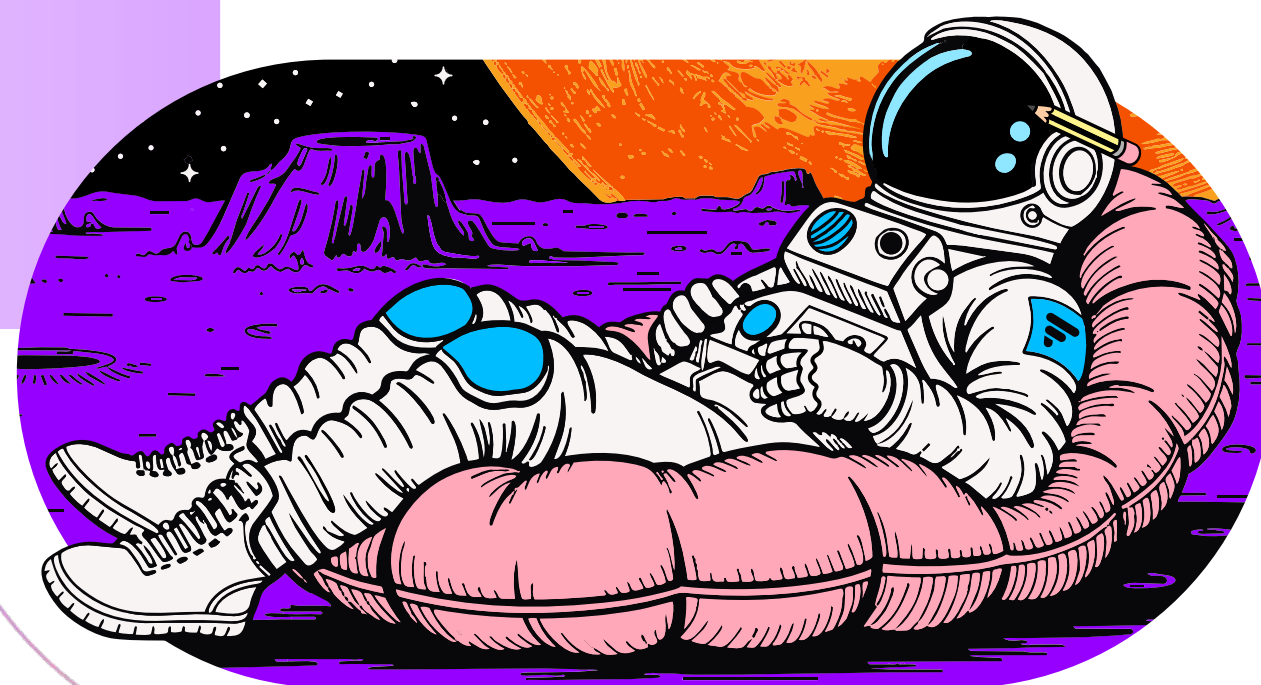
The team began with a small pilot and quickly expanded company-wide. With Fathom, NCSi gained:

- **Consistent, automated meeting summaries**, standardizing documentation across sales, engineering, and project teams
- **Clear action item tracking**, with automatic tagging and shared visibility to strengthen accountability
- **Searchable conversation history with account-wide Ask Fathom**, enabling instant access to prior discussions – even from meetings they didn't attend
- **Transcript-backed scope clarity**, helping prevent misalignment during complex client engagements
- **Seamless workflow integration**, including direct exports to tools like Notion

“Fathom gives our teams a consistent, reliable way to capture conversations and **drive accountability**, so we can focus more on **delivering results for our clients while saving valuable time.**”

Jan Steenblik

President & CFO, NCSi



## ✦ The Results

**15**  
minutes

to onboard initial users and move from pilot to full-team adoption in weeks.

**12**  
hours

in time savings per project manager each week

**Instant**  
scope clarity

Transcript and summary-backed alignment across teams and clients

Turn every customer conversation into  
insight **(and revenue)**

Book a personalized Fathom demo at [fathom.ai](https://fathom.ai)