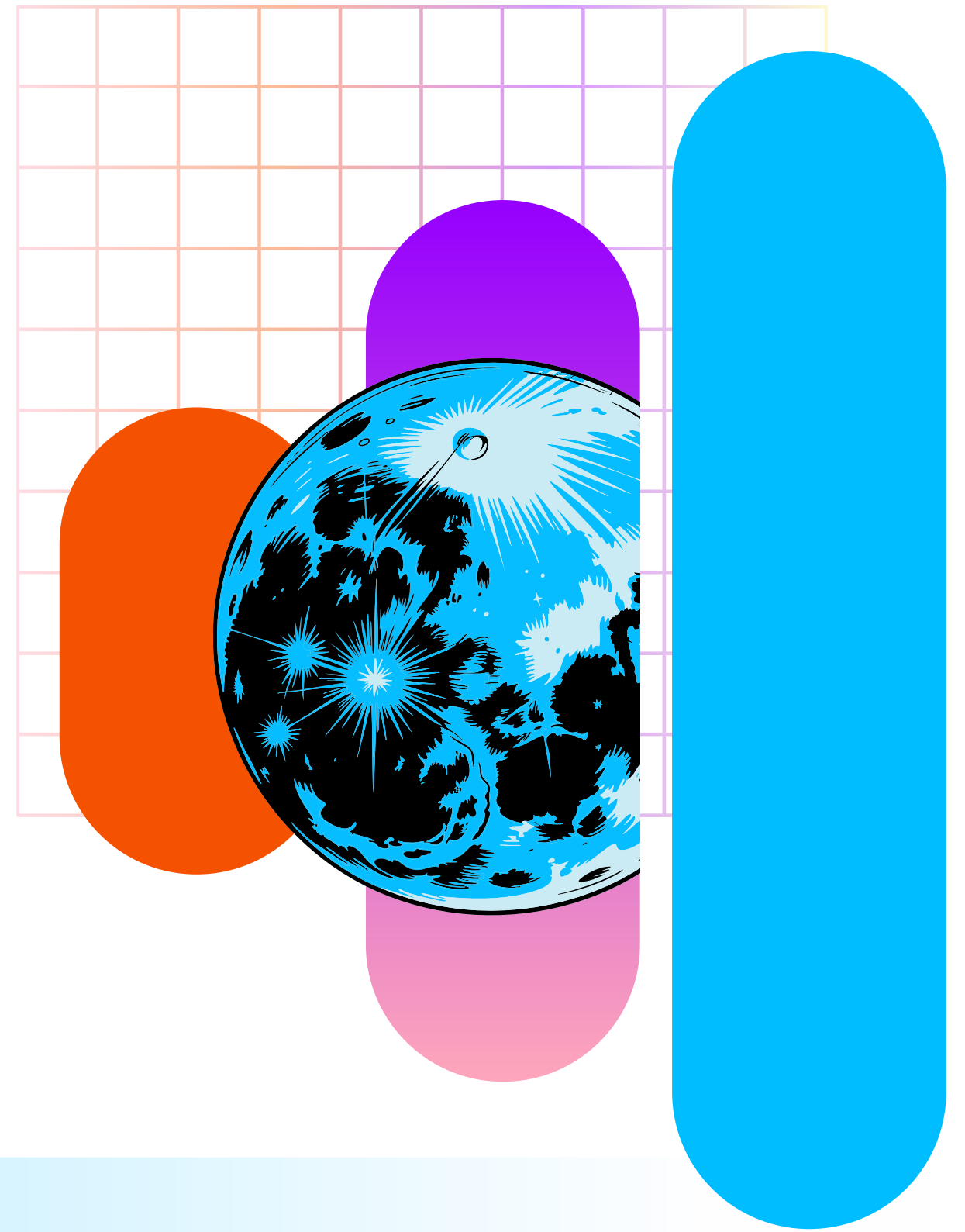


NCSi Captures Conversations and Drives Accountability with Fathom

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 a firm built on trust and accountability, NCSi prides itself on delivering highly coordinated IT security and operations engagements. But as projects grew in complexity, maintaining consistent communication and documentation across teams became harder to scale.

- 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 valuable time manually summarizing meetings and coordinating follow-ups, **reducing time available for higher-value client work**
- Action items and documentation were tracked differently across teams, **creating inefficiencies and increasing the risk of missed follow-through or client misalignment**
- Revisiting past decisions often required digging through old calls and notes, **slowing scope clarification and creating unnecessary friction during complex deployments**

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.

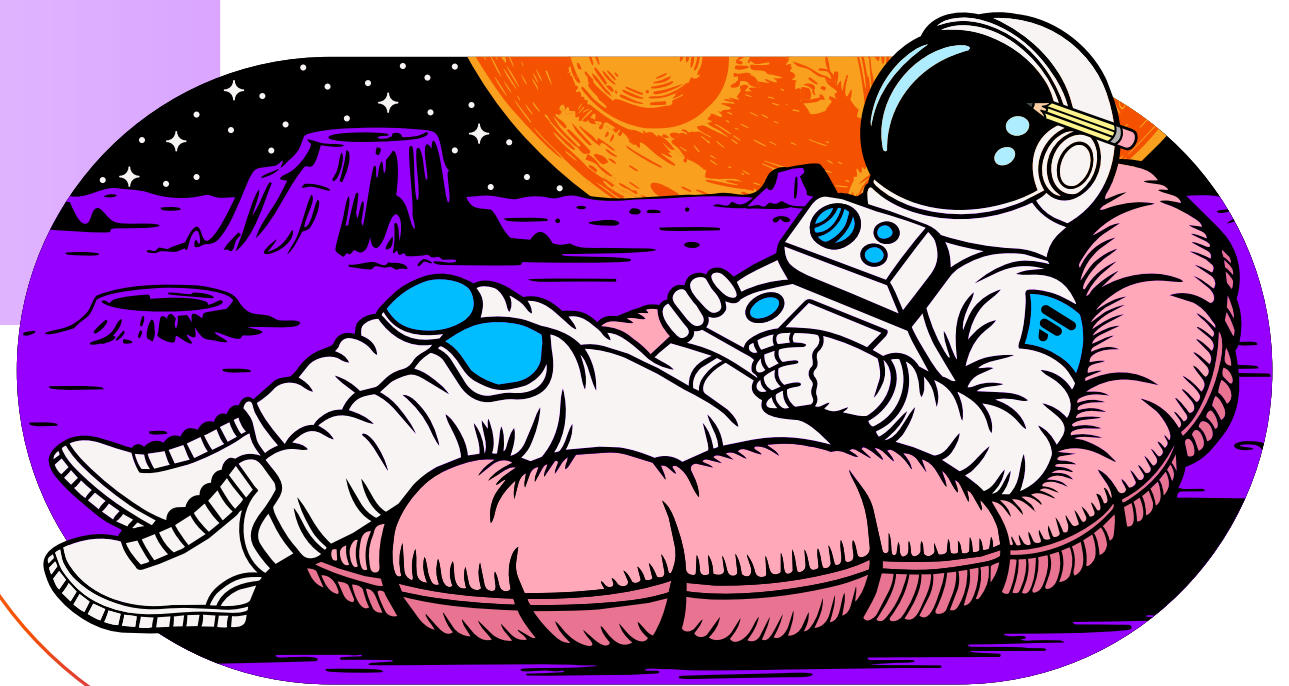
The team began with a small pilot and quickly expanded company-wide. With Fathom, NCSi gained:

- **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