

# Invenias enables Allen Austin to stand by their Brand Promise

## ALLEN AUSTIN

- A top 25 US retained executive search firm
- Founded in 1996 by Rob Andrews
- Executive search services on a regional, national and international level
- Based in Houston with offices across the US, in Europe and Asia
- AESC Member firm
- Practice focus is on: CEO /Board assignments; business & professional services; consumer; diversity; energy & natural resources; financial services; life sciences & healthcare; non-profit; private equity; technology

### Rob Andrews says his global firm is in the business helping clients build enterprise value. That's far easier to do when software intuitively supports the search and consulting process and the team leading it.

When you've spent nearly three full decades in the business of retained executive search, says Rob Andrews, Chairman & CEO of Allen Austin – with retained executive search consultants working from offices in the United States, Europe and Asia – you naturally form opinions based on the experiences of your clients.

And if clients' best interests aren't being well served, Andrews isn't the type to stand around and let that happen.

It's that commitment, and a belief that the interests of clients of older, larger and better-known executive search firms weren't consistently being served that led Andrews to leave one search firm and create his own unique brand of retained executive search and leadership consulting.

Andrews' guiding lights were his beliefs that clients could be served best with a more deliberate search process focused on finding the kind of executive fit that would increase tenure and fast-track exceptional performance in any leadership role.

Today, Allen Austin believes it has created one of the most disciplined and most comprehensive search methodologies in the business. This, Andrews says, offers the focus as well as the flexibility to meet clients' needs and expectations.

The results, says this man focused on statistics and performance, can be summed up in just one measure of his firm's commitment: since the founding of the firm, Andrews says, the firm has never once abandoned an unfinished search assignment.

The firm is obsessed with performance metrics. Andrews is his firm's own toughest critic, pushing it to connect exceptional leaders with the right roles and into cultures they can excel in over the long-term.

It's a track record, he adds, that has enabled the firm's growth internationally and also into other executive advisory services, including board services, leadership advisory, and related human capital disciplines.

"We're in the relationship business, not the transaction business," Andrews says "Our goal is to leave clients with something sustainable and lasting. And every day, we're delivering on exactly that promise to our clients, many of whom initially reach us through referral and word of mouth."

Because the firm is steeped in its search process and research methodology, it places a very high value on data, access to information and the ease of use of

its software systems to support candidate records and client assignments.

If executive search software is clunky, slow or simply not designed with an easy to learn, intuitive user interface, Andrews says, it can take a real toll on productivity and performance within the firm. If left unaddressed, that could begin to show on client deliverables and eventually, relationships.

At one time, however, Allen Austin found its research and collaboration capabilities stymied by a candidate and client management software system that just couldn't keep pace with its evolving needs. Furthermore, it drained valuable time from the firm by forcing consultants and researchers to adapt to the system's quirks, rather than working around its professionals' own needs.

Because he's inclined toward action and intervention when needed, Andrews took the lead in his firm's assessment of Invenias. "We got off to a really speedy start with Invenias," he says. "It's intuitive and easy to use, and was quickly adopted by everyone in the firm. We're very happy with it and are already reaping the rewards, as are our customers."

Looking to the future, Andrews expects that Allen Austin's commitment to process, to deep relationships with clients, coupled with its improved search software, will help align his team's resources with better business outcomes for clients who long ago learned that Andrews means what he says and says what he means.

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Rob Andrews  
Chairman & CEO



## invenias

- Designed for executive search firms, strategic recruitment companies and in-house executive talent acquisition teams
- Enabling effective delivery of assignments, stronger relationships with clients and candidates and transformation of the productivity of search operations
- Easy to use cloud-based desktop and mobile applications
- Invenias serves thousands of users in over sixty countries across the globe

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