Diversys™
POWERING A WORLD WITHOUT WASTE

> What I value most is their partnership approach. They take the time to understand your business, its needs and provide you with the guidance and insights necessary to land the most suitable candidate. We were impressed with both the speed and quality of candidates we had to choose from.
>
> — Roger Barlow, CEO & Co-Founder

Diversys is a Canadian startup offering an enterprise B2B SaaS platform for organizations in the circular economy—enabling them to manage recycling compliance, meet extended producer responsibility (EPR) requirements, and improve ESG reporting with greater accuracy and transparency.

THE SEARCH

Diversys was ready to hire its first **Head of Customer Success** with the mission to build the post-sale function from the ground up.

Reporting directly to the Founder, this hire would be responsible for shaping the customer journey end-to-end and play a key role in driving retention, expansion, and long-term revenue growth.

The Founder needed someone who had experience designing scalable systems, driving adoption, and delivering a best-in-class experience, turning complex onboarding into repeatable success.

THE HIRE

- 20+ years of experience in post-sale customer leadership roles
- Most recently at a B2B SaaS company serving pharmaceutical and medical device clients, enabling regulatory research and compliance workflows prior to product launch
- Joined at $2M ARR and 12 employees and helped scale it to $10M ARR and 72 employees
- Hands-on, execution-focused leader hired to build the Customer Success and Solution Engineering function from scratch (grew the team from 1 to 12)
- Introduced AI-powered support systems and built a certification-based training program to drive adoption and retention
- Delivered a 96% satisfaction rate, 40+ NPS, and 9% YoY churn reduction
- Track record of building scalable post-sale delivery systems to drive growth, retention, and long-term client advocacy

3 Number of Candidates Interviewed by Client

17 Business Days to Complete the Search