

## **Consultant Testimonial**

### **August 2004**

Dear NEWN:

I wasn't aware of how useful an expert referral service could be until I teamed up with NEWN. I thought that my experience with similar services were the only way to go. Wrong! My recent involvement in your cases has shown me how referrals should properly be done.

Today I received a call from a competitive service regarding a potential expert case. The rushed account manager gave me the name of the attorney and their tracking number. Other than that, she couldn't answer a single question from me about the, who, what, why or where of the case. Her exact words were: "It's electrical, that much I know. The attorney can probably explain it to you." She gave me the attorney's name and firm, but didn't know the exact spelling, telling me they were in Texas, Dallas probably and that I could find the contact info on Martindale..." Got to go." Click. Done!

So it's up to me to locate the attorney, bug him for an interview, learn about the case, figure out if I'm the right guy, send him my resume, and maybe land the assignment. For all their help, they will add \$110.00 to my hourly fee (a 50% markup), then add 15% to my expenses (which they keep), and get this, charge the client a \$100.00 per invoice "service charge." It's embarrassing to explain this to a potential client, yet I've done it for years without knowing there was a better way.

I suppose this competitive service was once a useful resource, but I suspect that their days are numbered. They now offer very little to the client and nothing to me other than additional costs that drive clients away. I look forward to having them take me off their list.

With NEWN I feel that I have a friend in the business that benefits both the client and the expert. The Internet will never replace the service you provide to both sides of the equation. Please keep hunting good assignments for me. I'm anxious to quit my day job.

"An expert in control systems"