Gartner for IT Leaders

Driving Enterprise-Wide AI Behavioral Change

Company Name: TriNet
Industry: HR Solutions
Employees: <5000

Mission-critical priority

Jeff Hayward, Chief Technology Officer at TriNet, sought support from Gartner as the company worked to address how to use AI to work simpler, smarter, and more human for customers and colleagues, while understanding and articulating the ROI of AI initiatives and benchmarking their AI maturity against industry peers. The client worked with Gartner to align strategy, benchmark AI maturity, and create a clear value story for executive leadership.

How Gartner helped

- Gartner partnered with TriNet to help further shape and clearly communicate the strategic importance and business value of AI to their executive team and board.
- Gartner facilitated an AI maturity assessment across TriNet, providing insights and a baseline across strategy, governance, engineering, culture, and value.
- Gartner's guidance helped TriNet turn assessment findings into an enhanced actionable roadmap, further improving their approach to AI deployment and adoption.

Outcome

With support from Gartner, the client:

- TriNet shifted their approach to AI from a focus on technology deployment to driving behavioral change, resulting in higher adoption and immediate value.
- The company launched an "AI forward" community and activated over 150 AI champions to coach teams on practical use cases, building momentum and engagement.
- TriNet experienced real, measurable transformation in work processes, with AI delivering tangible improvements across the organization.

"One of the most important lessons we learned from Gartner was that AI tools are less about technology deployment and more about behavioral change."

— Jeff Hayward, Chief Technology Officer, TriNet

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