

Transforming Education Through Technology and Reorganization

Organization: Arlington Texas Independent School District
Industry: Government & Public Sector
Employees: 8,000+



Mission-critical priority

Eric Upchurch, Assistant Superintendent of Technology at the Arlington Texas Independent School District, turned to Gartner for support in implementing an effective and cost-efficient organizational restructuring. This assistance enabled the district to adapt and thrive in a rapidly evolving technological environment.



How Gartner helped

The client utilized:

- **Specialized Gartner workshops and toolkits** to strengthen organizational structure and guide investments in new technologies.
- **Gartner research** to facilitate informed discussions with HR regarding open positions and to craft an efficient ERP strategy.
- **Gartner Analysts and their Executive Partner** for assistance in areas where they did not possess bandwidth to deliver on.



Outcome

With support from Gartner, the client:

- Developed a strategic plan for **IT investments and established an AI policy**.
- **Adopted a flexible ERP strategy** to reduce unnecessary costs and negotiation risks, while boosting cybersecurity measures and asset efficiency.
- Facilitated an **efficient reorganization** to drive further technological innovation.

"My Gartner Executive Partner has been extremely helpful. In my role, finding time for comprehensive research is challenging. Yet, my Executive Partner anticipates our needs, such as delivering updated information on ERP and workforce management, often before I even realize I need it."

— **Eric Upchurch, Assistant Superintendent of Technology at The Arlington Texas Independent School District**