

Accelerating AI Strategy: The University of Tennessee's Success with Gartner

Organization Name: University of Tennessee
Industry: Higher Education
Employees: <9,000



Mission-critical priority

To accelerate the development and deployment of a robust AI strategy that enables innovation in higher education, ensures successful adoption, and optimizes investments in AI solutions.



How Gartner helped

The client used:

- **Executive Partner Services**, expert analyst consultations, and access to cutting-edge research to shape its AI strategy.
- **Deployment planning** and adoption strategies for both the custom AI tool and Microsoft Copilot.
- **Guidance on cost-effective licensing** and collaborative analyst calls to stay current on emerging technology trends.



Outcome

With support from Gartner, the client:

- **Successfully launched and scaled AI initiatives**, achieving broad adoption and efficient resource utilization.
- **Optimized investments in AI solutions**, including Microsoft Copilot, through strategic licensing and deployment guidance.
- **Ensured AI, quantum computing, and chatbot strategies remain innovative and aligned with best practices**, positioning the university as a technology leader in higher education.

“Gartner is a true partner because they bring the experts. We run all our strategies by Gartner, from quantum and chatbot strategies to student success, and Gartner always helps us make the right decisions.”

— Dan Harder, Chief Information Officer at the University of Tennessee.