

# Advancing Identity and Access Management with Strategic Guidance and Research

**Company:** Clayton  
**Industry:** Manufacturing  
**Employees:** 10,001+



## Mission-critical priority

Darrell Jenkins, CISO at Clayton, sought support from Gartner as the client worked to address mission-critical priorities around application control, identity and access management, and operational resilience. The client worked with Gartner to validate their strategy, navigate the RFP and vendor selection process, and ultimately secure executive buy-in and budget approval for a key identity and access management initiative.



## How Gartner helped

The client utilized:

- **Gartner's expert analyst consultations and 1:1 guidance** to validate their approach, receive tailored advice during the RFP and vendor selection process, and obtain specific feedback on complex ROI calculations.
- **Targeted Gartner research and benchmarking tools** to shape their identity and access management requirements.



## Outcome

With support from Gartner for CISOs, the client:

- **Validated their strategy for identity and access management**, received tailored feedback on ROI calculations, and secured executive buy-in and budget approval for their initiative.
- **Received critical feedback on the implementation of services**, helping to avoid cost overruns during execution.

“Through the help of Gartner, we were able to identify that we were on the right path, and they've been very instrumental in helping us throughout the RFP process with supplier selection.” – **Darrell Jenkins, CISO, Clayton**