

Cost Optimization Through Integrated Business Planning

Company Name: BJU Press
Industry: Education
Revenue: ~128M
Employees: 400+



Mission-critical priority

Enhance integrated business planning and optimize outsourcing decisions to improve cost efficiency and empower leaders across the organization.



How Gartner helped

The client used:

- **Gartner Executive Partner guidance** to transform integrated business planning, driving process efficiency and alignment.
- **Gartner best practice research** to optimize call center and contact center operations, elevating service quality.
- **Gartner contract review** and outsourcing advisory to negotiate stronger vendor agreements and identify cost-saving opportunities.



Outcome

With support from Gartner for Finance, the client drove:

- **Significant Cost Savings:** Gartner's outsourcing and contract expertise delivered over \$1 million in annual savings.
- **Operational Excellence:** BJU Press enhanced call center performance and streamlined integrated business planning.
- **Leadership Empowerment:** Gartner resources enabled team members to address challenges independently, while ongoing executive coaching strengthened CFO impact at board and CEO levels.

"Gartner has been a major contributor to helping us understand best practices with our call centers and contact centers, how to negotiate better contracts, and optimizing cost spending."

Jon Monczewski, Chief Financial Officer & VP of Operations, BJU Press