

# Consolidate Financial Operations

Industry: Government  
Employees: 10,000 to 50,000



## Mission-critical priority

The Deputy CFO (DCFO) needed help ensuring a successful rollout of a new shared service system to deliver forecast benefits.



## How Gartner helped

The client used **Gartner advisory services** to:

- **Select KPIs** to bake into the rollout plan and develop SLAs, and provided shared service best practices
- **Establish goals** to help articulate the benefits of shared service and encouraged system adoption



## Outcome

With support from Gartner for Finance, the client:

- **Consolidated financial operations** at the agency being **20% less expensive** than a traditional consultant