

Expand shared services' scope

**Industry: Heavy Equipment
Manufacturing**
Revenue: \$10-25B
Employees: 50,000+



Mission-critical priority

To drive its maturity and value-add, the GBS leader looked to expand shared services' scope. This required that he first defend plans and recommend investments to corporate leadership.



How Gartner helped

The client used:

- **Objective, peer-based insights** to assess shared services' readiness to deliver on new work and possible business partner resistance.
- **Gartner best-practice model for measuring business partner requests** on complexity and contribution to competitive advantage



Outcome

With support from Gartner for Finance, the client:

- **Saved time** engineering his project evaluation approach
- **Received acceptance** for his scope expansion proposal by corporate leadership
- **Standardized readiness assessment** and activity intake for the enterprise