

Upgrading Finance Systems and Processes with Team Support

Company Name: Butterfield Bank
Industry: Finance
Revenue: \$590M
Employees: ~1,300



Mission-critical priority

Leverage Gartner’s executive partnership and expert resources to guide Butterfield Bank’s finance team through a complex transformation, ensuring strategic decision-making, operational efficiency, and confident leadership at every stage.



How Gartner helped

The client used:

- **Gartner procurement and contracting resources** to evaluate software options and streamline vendor negotiations for the core accounting system replacement.
- **Gartner executive partnership and analyst expertise** to organize and motivate the finance team, applying best practice frameworks for performance and efficiency.
- **Access to Gartner specialists** to address complex challenges, delivering targeted guidance for every phase of the transformation.



Outcome

With support from Gartner for Finance, the client drove:

- **Operational Efficiency:** Butterfield Bank executed a smooth system upgrade, strengthening core processes and team performance.
- **Team Engagement:** Gartner’s best practices increased satisfaction and motivation across the finance team.
- **Executive Confidence:** Trusted leadership support empowered the CFO to make decisive, strategic decisions at the highest level.

“Once you get to an executive level, having an organization like Garner and an executive partner to lean on is priceless.”

Craig Bridgewater, Chief Financial Officer, Butterfield Bank