

# Building Transparent HR Vendor Partnerships to Unlock Value

**Company Name:** City of Sydney  
**Industry:** Government (Local)  
**Revenue:** \$740 mil (AUD) | \$500 mil (USD)  
**Employees:** ~1,800



## Mission-critical priority

The CPO in the government industry turned to Gartner to modernize the HR function of his company by revisiting their current technology solution and rebuilding HR vendor partnership.



## How Gartner helped

- **Leveraged experts** to better understand what's good practice in terms of technology and what a modern technology landscape looks like.
- **Gartner tools** helped to open the conversation internally, and to check that the conversation they're having with partners and vendors is against best practice.
- **Gartner research and guides**, helped to pressure test challenges and opportunities with potential vendors, and perform a thorough market scan on which technology vendor was best suited for the organization.



## Outcome

With the support from Gartner, the CPO was able to:

- **Make an informed decision** by staying with their current tech provider.
- Build transparent vendor partnerships, which led to a **reduction in HR administrative work by over 27%**.
- **Increase end-user adoption and understanding of HR technology capabilities** through vendor partnerships.

"With tools like the Gartner product, there's a lot of value gained from essentially just understanding what's possible. You're able to see case studies and ways people have delivered previously, and adapting it to where you are at the moment."

**Chris Youness, Chief People Officer, City of Sydney**