

Restructuring HR for Success

Company Name: The Centers for Medicare & Medicaid Services
Industry: Insurance, Healthcare
Revenue: Approx. \$8 Billion
Employees: Approx. 6,000



Mission-critical priority

Tia Butler, new-to-role Chief Human Capital Officer at CMS, needed to ensure the organization had the right talent with the right resources to operate successfully in a hybrid environment, and restructure HR from a transactional function to a strategic leader.



How Gartner helped

The client used:

- **Expert advice from a Gartner Executive Partner** to support Tia's transition to a new role and her HR function transformation initiative
- **Gartner HR Score** to understand areas of maturity and potential improvement throughout the function
- **Gartner data-driven research and tools** to advocate for, plan and execute an internal reorganization



Outcome

With support from Gartner for HR, the client:

- **Successfully transformed HR** from a transactional partner to a strategic leader
- **Implemented a new, Strategic Talent Leader role** within the team during the reorganization
- **Made an immediate and ongoing impact** in her first HR leadership role

“Having an Executive Partner to bounce things off of, who has served in a similar capacity, has been invaluable.”

- Tia Butler, Chief Human Capital Officer, The Centers for Medicare and Medicaid Services