

Accelerating HR Transformation and AI-Driven Innovation

Company Name: ELM

Industry: IT Services

Revenue: Approx. \$2B

Employees: <5,000



Mission Critical Priority

Drive HR transformation by adopting AI, improving employee experience, and enabling data-driven decision-making to enhance talent retention, change management, and organizational performance.

How Gartner helped

- HR Maturity Model to assess current state, capture stakeholder feedback, and prioritize improvements
- HR Capability Assessment to identify gaps and build a structured development program aligned to the future model
- Expert advisory and research to validate strategy and accelerate transformation with best practices



Outcome

- Improved HR maturity and effectiveness through measurable progress
- Increased team engagement and capability development
- Enabled more data-driven decisions, strengthening credibility with business leaders



“Gartner gives you more than answers—they guide you through execution. They stay with you throughout the journey and help you move forward with confidence.” - **Ahmed S. Aljeidan, Culture and Employee Experience Director, ELM**

