

Building the Workforce of the Future

Company Name: Sydney Water
Industry: Water
Revenue: \$2.8 billion (AUD)
Employees: 3000+



Mission-critical priority

Embarking on a new workforce strategy, shift from being a water and wastewater company to extending projects in urban planning and urban greening. Identity shift has meant hiring more people while also developing a skilled future workforce.



How Gartner helped

The client used:

- **Gartner research** including benchmarks, templates, ignition guides and peer-review documents helped to drive confidence when pitching ideas to the board.
- **Gartner Portal** provided the opportunity throw a question in the peer-support portal and gain answers on what other clients globally are doing on specific initiatives.
- **Conceptualizing business problems**, the opportunity to kick-ideas around and turn into practical actions. Improve the employee experience, EVP, and building a robust dataset to plan skills for the future.



Outcome

With support from Gartner for HR, the Head of Workforce Planning and Insights was able to:

- **Prove immense cost-savings.** Compared to consultants who focus on a single deliverables and engagements, Gartner provides a holistic offering and an enduring relationship, which is really valuable.
- **Save immense time and value.** Ongoing dialogue with Gartner experts and account executive team forces the Head of Workforce to drive pace with business priorities.

“The benefit of Gartner over consultants is the holistic nature of the offering. You aren't just buying single engagement/one off project support, the value is in the enduring relationship.”

Lynda McClelland, Head of Workforce Planning and Insights, Sydney Water