Enhancing Government Services: The City of Virginia Beach's Journey with Gartner

Organization Name: The City of Virginia Beach
Industry: Government & Public Sector
Employees: < 3,500

Mission-critical priority

To enhance operational efficiency and drive digital transformation in government services while navigating budget constraints and advancing AI initiatives.

How Gartner helped

The client used:

- **Expert analyst consultations and comprehensive research** to plan and execute digital transformation efforts during federal budget cuts.

- **A pre-developed roadmap** to overcome challenges, optimize resources, and maintain high-quality public services under budget constraints.

- **Tailored strategies and best practices** for AI initiatives to guide decision-making and align with current government trends.

Outcome

With support from Gartner, the client:

- **Successfully implemented digital transformation initiatives,** ensuring resilience during federal budget cuts and optimizing resource allocation.

- **Advanced its AI strategy** and developed policies that reflect best practices and emerging trends.

- **Improved efficiency and boosted ROI** by saving time and optimizing resources.

"You can lean on Gartner to give you the good, the bad, and the ugly. Make sure they are your first call to validate your plans, as they look at the industry as a whole and provide answers backed by the most up-to-date research."
 — Peter Wallace, Chief Information Officer, The City of Virginia Beach

Gartner