

# Empowering Nonprofit CEO in Strategic Decision-Making

**Organization:** Toastmasters International  
**Industry:** Non-profit Organization  
**Employees:** 200



## Mission-critical priority

Heidi Hollenbeck, CIO and COO at Toastmasters International, faced a key business challenge when researching a new web platform. With insights and expert negotiation guidance from Gartner, the client was able to achieve contractual terms that ensured maximum benefits and savings for their nonprofit goals.



## How Gartner helped

- Offered guidance on **contract negotiations and tools to evaluate vendors for strategic partnerships**.
- Reviewed a consulting group's analysis and proposal for a new web platform.
- Provided **emerging technology insights to restore and strengthen the financial health** for their nonprofit goals.



## Outcome

With Gartner guidance, the client was able to:

- Renegotiate a two-year, \$2.5 million deal, leading to a more cost-effective nine-month, \$500K deal.

"Gartner is like a chief of staff on steroids. Their research and business cases empower me to make informed decisions and present effectively to the board of directors. I can access best practices and receive feedback on budgets and contracts leading to growth and success."

— Heidi Hollenbeck, CIO & COO at Toastmasters International