

Refining Enterprise Architecture to Improve IT and Business Alignment

Organization: Logix Federal Credit Union
Industry: Financial Services
Employees: 500+



Mission-critical priority

The Executive Vice President and CIO sought Gartner's assistance to stay competitive in the rapidly evolving fintech landscape by incorporating smart contract negotiations, vendor reviews and establishing a new enterprise architecture organization.



How Gartner helped

- Provided templates and toolkits needed to **establish the new enterprise architecture practice effectively**.
- Offered guidance on **contract negotiations** and tools to evaluate vendors for **strategic partnerships**.
- Provided **regular updates on emerging technologies to stay competitive** in the financial services industry.



Outcome

- With expert negotiation guidance from Gartner, the client was able to **achieve maximum benefits and savings in their contracts while sustaining productive vendor relationships**.
- With Gartner workshops, the client was able to **improve their storytelling capabilities to effectively communicate IT performance**.

"I really think of Gartner as a good meal because we've all had a good steak before and we sometimes might not appreciate it. But when you take that access away, you start to wonder, where can I get this meal? And I think that's when the value of Gartner really presents itself."

— **Edward Chuang, Former Executive Vice President and Chief Information Officer, Logix Federal Credit Union (2016-2023)**