

# ABN AMRO Enhances Process Automation Governance with Gartner's Expertise

**Organization:** ABN AMRO  
**Industry:** Banking, Financial Services & Insurance  
**Employees:** 20,000+



## Mission-critical priority

The Director of Process Automation at ABN AMRO sought support from Gartner to enhance its process automation governance. They aimed to accelerate process digitalization and implement a hybrid governance model. They also wanted to ensure effective knowledge sharing and team empowerment.



## How Gartner helped

- Provided **expert insights and one-on-one analyst interactions** to shape vision and strategy.
- Offered access to **extensive research materials and industry insights** for team knowledge sharing.
- Guided the **implementation of advanced BPM ecosystems** and hybrid governance models.



## Outcome

- Successfully established a **sustainable hybrid governance model**, improving process control and efficiency.
- Transitioned from isolated process digitization to **comprehensive digital transformation**.
- Achieved significant financial impact through **enhanced process automation and strategic alignment**.

“Gartner's one-on-one analyst roles have been amazing, shaping my vision and direction moving forward.” - **Erik Beverlo, Director Process Automation & Digitalization, ABN AMRO**