

Guiding Core System Migration and Vendor Selection

Company Name:

KKH Kaufmännische Krankenkasse

Industry: Government and Public Sector

Employees: <4000



Mission-critical priority

Wolfgang Matz, CEO at KKH Kaufmännische Krankenkasse, sought support from Gartner to transition from a legacy core system to a sector-specific standard solution, and to shift procurement focus from technical components to holistic solutions. His priorities were to ensure organizational acceptance, minimize system downtime, and optimize vendor selection for long-term success.



How Gartner helped

- Provided **direct advisory support through an Executive Partner**, helping the client identify key questions and success metrics.
- Enabled the organization to **leverage Gartner research**, translating insights into actionable steps across multiple levels.
- Utilized **Gartner's Magic Quadrants** to evaluate and select optimal partners for AI development and other technology stacks, ensuring informed vendor decisions.



Outcome

- **Achieved organizational acceptance** for the new standard solution, reducing resistance and facilitating a smooth system migration.
- **Minimized system downtime** and eliminated the need for a change request process.
- **Enhanced procurement strategy** by moving from technical component sourcing to solution-based purchasing.

“I recommend not hesitating to work with Gartner—their network, research, and Executive Partner support made a real difference for us.”
— **Wolfgang Matz, CEO, KKH Kaufmännische Krankenkasse**