

Accelerating Digital Health Transformation Amid Cost Pressures

Organization: Digital Health and Care Wales
Industry: Government and Public Sector / Healthcare
Employees: <110,000



Mission-critical priority

Helen Thomas, CEO at Digital Health and Care Wales, sought support from Gartner to address the challenges of digital transformation and managing digital inflation risks. She needed to shape strategic direction, optimize digital health initiatives, and enhance leadership effectiveness.



How Gartner helped

- Provided **global insights and strategic guidance** to inform the direction of electronic health records and digital health strategies.
- Delivered **expertise and resources for AI workshops**, facilitating collaboration and alignment with broader public sector AI objectives.
- Offered **research, analyst support, and storytelling tools** to help frame narratives and engage both technical and non-technical stakeholders.



Outcome

- Improved management of digital inflation risks, leading to **better control over licensing and infrastructure costs**.
- **Enhanced strategic direction and leadership effectiveness** by optimizing team structure and priorities.
- **Enabled informed decision-making** through access to global digital health trends.

“Gartner's support has been really helpful in framing our thinking on digital health strategies and understanding global trends.”
— Helen Thomas, CEO, Digital Health and Care Wales