

Demonstrate the Business Value of IT and Drive Technology Priorities

Organization: St. Ann's Community
Industry: Healthcare
Employees: 1,200+



Mission-critical priority

Aaron Fields, CIO at St. Ann's Community, sought support from Gartner to demonstrate the business value of IT and drive technology initiatives that support business growth.



How Gartner helped

- Gartner provided expert guidance and tools needed to **insource their help desk** to provide better support to customers.
- Gartner assisted the CIO to **improve the employee value proposition**, focusing on leadership development, accountability and building strong business relationships.
- Gartner supported the organization to **develop better data and information governance** throughout management.



Outcome

With support from Gartner, the client:

- **Reduced their operating budget by approximately 25%**, with support from Gartner Executive Partner.
- **Evolved IT to be a core business unit** for St. Ann's, enabling the stabilization of the workforce.
- Revamped the customer experience, and **increased their Net Promoter Score by 14 points in 6 months.**

“Thanks to the Gartner IT Budget Benchmark, I've been able to benchmark our organization versus similar organizations and let the board and the executive team know where our benchmarks need to be because technology is interwoven into our whole strategic plan.”

— Aaron Fields, CIO, St. Ann's Community