



Gartner Executive Programs

Innovate Mission-Critical Systems for Better Collaboration

Client Success Story: METAWATER Co., Ltd.

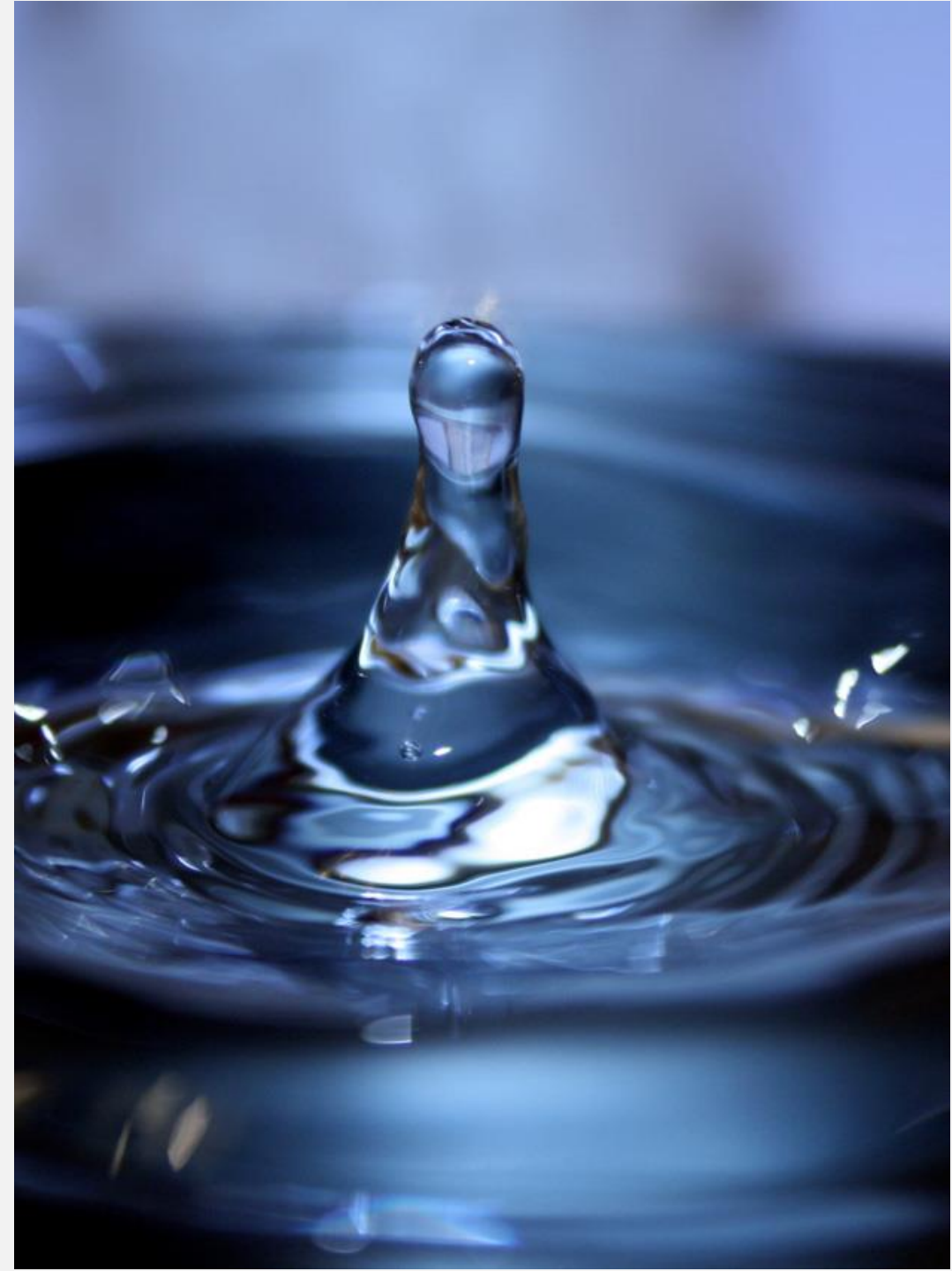
METAWATER offers optimum solutions for creating a circulation of water recourses while focusing on the plant engineering business, service solutions, and PPP (Public-Private Partnership) projects. Alignment between these operations is essential. To strengthen cross-functional collaboration, the company needed to innovate its mission-critical systems and establish a company-wide data infrastructure.



Industry: Electricity & gas

Revenue: 133.4 billion yen (Consolidated, in FY ending Mar. 2021)

Employees: 3,340 (Consolidated, as of March 31, 2021)



“Working with IT consultants usually makes us passive and wait for answers. With Gartner, however, guidance by experts have helped our IT team to act autonomously, resulting in improvement of their skills. We also utilize and rely on insights from Gartner for decision-making.”

Takashi Ueno, General Manager, Information Technology Planning Department, METAWATER



Mission-critical priorities

The siloed systems and fragmented data across BUs had impeded their collaboration. To address this issue, METAWATER made a decision to transform the mission-critical systems so that data would be handled in a consistent manner. The initial vendor quote for this transformation project was almost double the budget, so the entire project needed to be reviewed.

They also needed to visualize and optimize IT spending because each BU had shadow IT, which prevented them from determining the total IT cost.

Since the IT department was not prominent, it was difficult to get recognition from within the company and the department was struggling to improve its status.



Support from Gartner

Gartner has provided METAWATER with the following insights and guidance to support its transformation.

- Extensive guidance provided via direct communication with Gartner experts and executive partners on implementing the mission-critical system transformation project
 - Guidance from a broader perspective to support the project
 - Review of the ERP solution and DB configuration
 - Cost optimization essentials, including how to review vendor quotes
- Toolkits and frameworks (e.g. IT Budget) from Gartner for IT spending visualization and optimization
- Guidance on IT department benchmarking and HR training policy



Mission complete

After reviewing the configuration and vendor quotes, the estimated cost of the system transformation was reduced to about 50% of the initial estimate, to fit into the budget. Now, the project has been re-launched under a new strategy.

Deploying the BI system to identify the total IT cost and enforcing budget control have enabled the organization to control and optimize IT investments.

The IT department has earned a well-deserved recognition from the management by visualizing its efforts, such as benchmarking against competitors, creating HR development policies, and reviewing the system transformation project.

Gartner provides business leaders with the indispensable business insights, advice and tools they need to achieve their mission-critical priorities and build the organizations of tomorrow.

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