

Shaping a Better Digital Future

Company Name: Deakin University
Industry: Education
Revenue: \$1.3B
Employees: 4,500+
Students: 64,000+



Mission-critical priority

To improve digital service value and trust across the university a new operating model was created. The new model included a new style of engagement and delivery function, based on a fusion team model with an agile delivery product-based approach to improve digital service value received by staff and students across the university.



How Gartner helped

Combining Gartner's key research, materials, tools and case studies, with expert guidance and analyst interactions, throughout the university's digital transformation journey, helped to solidify ideas, increase buy-in from senior leadership and credibility for the program. Workshops, expert interactions and support throughout, from the early stages of strategy development to maturity.



Outcome

By leveraging Gartner, Deakin University was able to:

- Reached a good level of digital transformation maturity in half the time.
- Transparency enabled customers to respond instantaneously and outcomes to be aligned quickly.
- Improved performance of general University services increasing staff and student engagement.
- University brand uplift.

“Undertaking such a big vision digital transformation initiative, with Gartner as our trusted advisor, enabled us to digitally transform in half the time”.

Craig Warren
Chief Digital Officer
Deakin University