

Becoming more customer centric through a stronger IT strategy

Organization: Name: Brighter Super
Industry: Financial Services
Revenue: N/A
Employees: 300



Mission-critical priority

Build the right culture and a model that the IT team can work with to provide better outcomes for all business units, as well as their members.



How Gartner helped

The client used:

- **Gartner research and toolkits** that helped his team augment and trigger their thinking
- **Gartner Executive Partner** who provided the client with access to experience and knowledge to help guide him on the right path towards achieving the goals



Outcome

With support from Gartner for Executive Programs, the Chief Information Officer was able to:

- **Have confidence when building the IT strategy with the ability to course-correct** and drive towards the right outcomes
- **Build a lean AI strategy end-to-end** from planning through to board approval to execution
- **Benefit from a valuable and respected interpersonal working relationship with his Gartner Executive Partner** that helped expand thinking

“Gartner, if I want to sum it up in one word, it'll be are my advisor. I use Gartner as my technical advisor across the board.”

Randike Gajanayake, Chief Information Officer, Brighter Super