

A robust, long-term and actionable technology plan aligned to the business

Organization Name: Co-operative Bulk Handling LTD
Industry: Agriculture
Revenue: \$6 Billion (AUD)
Employees: 1,200+



Mission-critical priority

Co-operative Bulk Handling LTD (CBH Group) is Australia's largest co-operative and a leader in the Australian grain industry, with operations extending along the value chain from fertilizer to grain storage, handling, transport, marketing and processing. Owned and controlled by approximately 3,500 Western Australian grain growing businesses, the core purpose of CBH is to sustainably create and return value to Western Australia grain growers, current and future. Their Path to 2033 Strategy builds on existing plans to improve supply chain capability and with that three strategic focus areas help them deliver on their objectives: developing, retaining and attracting engaged skilled people, having the right technology, systems, data and reporting in place to support flexible decision making and dedicated investment in infrastructure and supply chain



How Gartner helped

The client used:

- Gartner to **maintain their currency of knowledge**, honing-in on **cybersecurity** while supporting flexibility in their technology plan.
- Gartner to provide **real world examples, insights and research**, to understand what others are doing versus what is theoretically possible, including with AI.
- Gartner to **support strategy** around embedding in two core systems and deciding when to replace or upgrade systems in a fast-paced changing environment.
- Gartner to collaborate with the Head of Data & Analytics, who leveraged the relationship to see **what's trending** and how to get the best **value out of data**.
- **Gartner analysts and experts** to ensure the longer-term technology plan is robust and business centric aligned to strategic priorities with real actionable items.
- Gartner's independence from vendors, supporting **licensing negotiations ensuring value is derived from deals**.



Outcome

With support from Gartner, CBH Group was able to:

- **Better predict** what is required for the Group in the future technology wise, what the direction should be, ensuring flexibility, while continuing to align the technology strategy to business priorities.
- Make the **best decisions** to keep the company protected through information and up-to-date knowledge regarding cybersecurity practices and strategies, while ensuring the best balance possible is achieved.
- Ensure the **right management of data with the right systems** and process is in place for reporting, to support effective decision making.
- Make **informed decisions** when negotiating on vendor contracts and ensuring the **best value** is realized and received.

“The vendor was telling me one price, my intel from Gartner was telling me something different and we eventually received the outcome, with the vendor, that Gartner were telling me we could achieve, saving us a significant amount”

Tamour Azam, CIO, CBH Group