

ČSOB Drives IT Efficiency

Organization: ČSOB

Industry: Banking, Financial Services & Insurance

Employees: 5,000-10,000



Mission-critical priority

Ludek Slegr, CIO, ČSOB, sought support from Gartner on optimize IT infrastructure. They needed to embrace agility and digitization, aligning their operations with strategic initiatives. They also wanted to address human-oriented topics such as hybrid work.



How Gartner helped

- Gartner provided ČSOB with support by granting access to an **extensive library of resources**, enabling ČSOB's team to conduct initial research and analysis.
- ČSOB engaged with Gartner analysts and partners benefiting from **focused conversations and expert guidance**.
- Gartner's insights on human-centric topics like hybrid work empowered ČSOB to strike a balance between flexibility and organizational needs.



Outcome

- ČSOB **achieved remarkable savings** by optimizing licensing schemes and adopting efficient support models, resulting in getting the best value out of available resources.
- Gartner's guidance also played a crucial role in fine-tuning ČSOB's organizational structure, enabling them to **embrace agile methods** and operate systems more effectively, as well as **make informed decisions** and implement effective strategies.

"Gartner has provided us with significant assistance in cost optimization by identifying underlying reasons for excessive expenses, rather than simply recommending short-term reductions indeed." **Ludek Slegr, CIO of ČSOB**