

Driving Success in the Submetering Business: ista's Journey with Gartner

Organization: ista SE
Industry: Technology and IT Services
Employees: 5,000+



Mission-critical priority

Nils Engelke, CIO, ista, sought support from Gartner to enhance their tech stack and increase process automation to streamline operations and improve efficiency. He also needed to bring technology teams closer together and leverage business data more effectively.



How Gartner helped

- Gartner played a pivotal role in helped ista improving their tech stack and increase automation with their in-depth insights.
- ista was able to modernize its tech stack.
- Gartner guided ista in incorporating open APIs and modernizing legacy applications, **enabling them to harness the power of data and make informed decisions.**



Outcome

- Gartner helped ista restructure service contracts and delivery model, **saving significantly on business expenses.**
- Gartner's insights helped ista shape new services, ensuring they **aligned with customer requirements.** Gartner also enabled ista to make informed decisions and optimize system integration for scalability and performance.

"Gartner's expertise in areas such as data utilization, tech stack optimization, and agile transformation has helped us calibrate, and exchange experiences with other companies. It's a valuable partnership that has accelerated our growth and success."

Nils Engelke, CIO, ista