



Gartner Executive Programs

# Transformation of the energy system underpinned by the power of technology

Client success story: TransGrid

TransGrid is an Australia-based electricity, infrastructure and telecommunications provider striving to deliver safe, reliable power efficiently.

TransGrid's CIO, Russell Morris, leverages Gartner services to support the implementation of digital transformation programs, which includes taking traditional investments in technology and refreshing them for the modern age. Driving innovation that guides decision making in IT, building out new infrastructure and cost optimization are mission-critical priorities.



**Industry:** Energy

**Employees:** 943

**Revenue:** US\$420.88 million



**“The research is great, and the ability to interact with Executive Partners — and the symposiums and regional forums — are incredibly valuable”**

Russell Morris, CIO, TransGrid



## Mission-critical priority

The CIO's top priorities include:

- Positioning digital transformation as a business program with IT involvement to improve transformation adoption
- Enhancing stakeholder communication and alignment to obtain business buy-in and form key internal partnerships to support the execution of the digital transformation plan
- Transforming the energy system by delivering sustainable returns and building new technology platforms
- Cost optimization by digitally remastering the IT system
- Shifting to a new operating model by modernizing technology, including the decades-old core ERP platform



## How Gartner helped

Gartner experts provided:

- Stakeholder analysis to better ensure internal stakeholder alignment
- Benchmarking tools and independent baseline of maturity using IT Score
- Connection with peers to understand their use of digital twins during a digital transformation upgrade program
- Customer journey mapping, providing valuable end-user benefits and ensuring program adoption
- Portfolio and program management, ERP systems, cost optimization, budgeting, stakeholder management and advice on increasing the business value of IT
- Review and expert guidance on business continuity plans
- Briefings on culture change, high-performing teams and accelerating digital transformation



## Mission accomplished

With Gartner support, TransGrid was able to:

- Accelerate delivery of the digital transformation program, saving over \$1 million by avoiding potential pitfalls
- Achieve five years' worth of progress within 12 months and accelerate maturity uplift, saving over \$100,000 in maturity assessments
- Improve decision quality, saving time lost in project execution with better stakeholder and team alignment, unlocking business potential
- Reduce risk and improve IT-business resiliency plan during transitions
- Realize significant savings on consulting and executive coaching costs
- Gain decision-making confidence in tactical structure decisions and hiring choices
- Accelerate progress, despite the challenges of the COVID-19 pandemic, with the virtual help of global experts

**Questions about becoming a Gartner client? Let's connect.**

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