

Helsana Transforms Procurement and Accelerates Vendor Selection

Company Name: Helsana

Industry: Banking, Financial Services & Insurance

Employees: 3400+



Mission Critical Priority

Roman Sauter, Head of Procurement at Helsana, sought support from Gartner to optimize procurement processes and drive agility. The company needed to accelerate vendor selection and align sourcing with strategic initiatives. They also aimed to address cost pressures and rising customer expectations in a highly regulated environment.

How Gartner helped

- Provided targeted methodologies and toolkits, to **streamline procurement and reduce vendor selection timelines**.
- Facilitated peer exchange and analyst engagement, supporting Helsana in **benchmarking and strategic decision-making**.
- Enabled the team to leverage **negotiation clinics and analyst resources**, ensuring effective contract management and operational efficiency.



Outcome

- **Reduced vendor selection** from 6–9 months to just **60 days**, accelerating time-to-value for new business initiatives.
- **Improved cost management** and generated greater value for stakeholders through more efficient sourcing.
- **Enhanced organizational maturity**, enabling Helsana to deliver agile services and adapt to evolving market demands.



“Gartner helps you raise your maturity to optimize your services, processes, and governance. It’s more of a sounding board than a typical consulting firm.” - Roman Sauter, Head of Procurement, Helsana

