

Gartner Executive Programs

Optimising Decision-Making for Digital Transformation Success

Company Name: Hollard Australia
Industry: Insurance
Employees: 1,700



Mission-critical priority

Graeme Wilson, Chief Information Officer at Hollard Australia, sought support from Gartner to address mission critical priorities around large-scale digital transformation, building an effective AI strategy, and to ensure they were continuously improving outcomes for customers and partners.



How Gartner helped

The client used:

Executive Partner: leveraged Gartner's Executive Partner service to lead workshops to unite Hollard's team, establish working principles, and boost performance.

Strategic Guidance in Software Selection: received expert guidance to help choose the right software, avoid costly errors, and ensure successful implementation.

Impartial Guidance for AI Adoption: received guidance on AI strategy, helping to assess risks and opportunities, set direction, and align adoption with business needs.



Outcome

With support from Gartner, the client:

Achieved Cost Avoidance & Better Decisions: guidance helped avoid costly mistakes and make smarter choices during digital transformation.

Built High-performing Teams: Executive Partner workshops united Hollard's team, improved collaboration, and boosted effectiveness.

Started Building a Confident AI Strategy: Gartner's advice gave Hollard clarity on AI risks and opportunities, enabling a confident, aligned AI strategy.

"The high value is having an impartial advisor I can bounce ideas off of, who helps me navigate through the life of a CIO."

- **Graeme Wilson, Chief Information Officer, Hollard Australia**