

ISS Facility Services Accelerates AI Readiness with Gartner

Company Name: ISS Facility Services
Industry: Financial Services & Technology
Employees: >10,000



Mission Critical Priority

Michael Post, IT Director at ISS Facility Services UK, led a comprehensive IT transformation program aligned with business objectives. A key priority was building a unified and governed data ecosystem to support AI initiatives, while managing change across a large organization.

How Gartner helped

- Delivered analyst guidance, proven frameworks, and a multi-year roadmap to support IT transformation and change management.
- Helped establish data governance and harmonization capabilities to build a strong foundation for AI adoption.
- Enabled faster, more informed decision-making through CIO IT Score benchmarking and AskGartner research access.



Outcome

- Strengthened change management and improve adoption across teams
- Advanced AI readiness through unified data governance and early AI deployments
- Accelerated decision-making with improved access to insights and structured guidance



"Gartner has been instrumental in our IT transformation, providing the guidance, frameworks, and expertise we needed to strengthen change management and accelerate our AI readiness." – Michael Post, IT Director, ISS Facility Services UK

