

Paulig Group's Journey to Digital Innovation and Sustainability

Organization: Paulig Group
Industry: Manufacturing & Engineering
Employees: < 5,000



Mission-critical priority

Paulig Group sought support from Gartner on enhancing customer experience and driving digital innovation. They needed to develop a flexible roadmap that could adapt to market changes while strengthening leadership skills. They also aimed to foster collaboration with business partners.



How Gartner helped

- Provided **expert insights** and a **strong network** to address the company's challenges effectively.
- Focused on key areas that would drive change and build a **solid data foundation** for transformation.
- **Enhanced leadership capabilities** and fostered a culture of **co-creation** with business partners.



Outcome

- Developed a **dynamic and adaptable roadmap** aligning with business values and market changes.
- **Improved communication and collaboration** by enhancing leadership capabilities.
- Built a **robust data governance and management framework** to support technological advancements.

"Gartner has been instrumental in providing real-life examples and insights that connect directly with our business challenges, facilitating tangible value and growth." - **Jani Tuominen, Head of IT - CX & Digital Innovation, Paulig Group**