

Gartner for Executive Programs

Digital Transformation Delivers \$11 Million AUD in Savings to Professional Services Firm

Company Name: RSM Australia
Industry: Professional Services
Revenue: ~\$369M AUD
Employees: 1,800+



Mission-critical priority

Paul Joseph, Chief Digital Officer at RSM Australia, sought support from Gartner as the client worked to address mission critical priorities around digital transformation and AI strategy execution, including skills enablement for a diverse, national workforce.



How Gartner helped

The client used:

Executive Partner & Experts: leveraged their Executive Partner, frameworks, guidelines, and experts to help develop and align their digital transformation strategy.

AI Strategy and Skills Enablement: adopted the Gartner AI strategy framework and leveraged Gartner's resources to enable skills uplift and training, addressing the challenge of upskilling a multi-generational workforce.

Contract Review and Optimization: Gartner independently reviewed digital contracts, helping RSM negotiate better terms.



Outcome

With support from Gartner, the client:

Cost Savings: Gartner's guidance helped RSM Australia save over \$11 million AUD through digital transformation efforts.

Productivity Boost: implemented AI frameworks and training enabled automation, upskilling 2,200 staff across 33 locations

Faster Project Success: Gartner's resources and consulting accelerated project timelines and improved outcomes.

"We've been able to be quite effective in terms of our digital transformation by using each of those specific services right to the end point, in terms of the contract negotiations and contract reviews."

- Paul Joseph, Chief Information Officer, RSM Australia

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