

Achieving Strategic Innovation and Operational Efficiencies

Company Name: Uniting NSW.ACT
Industry: Social Services
Revenue: ~USD \$896 Million
Employees: ~13,000



Mission-critical priority

Andrew Dome, Chief Digital Information Officer at Uniting NSW.ACT, sought support from Gartner as the client developed and refined a digital strategy to enable corporate objectives and address the challenges of implementing generative AI across the organization.



How Gartner helped

Gartner Research and Analyst Consultations: used research and analysts to review and validate digital and data strategies, receiving best practice recommendations and expert feedback to align with industry standards.

Gartner Magic Quadrants: referenced Gartner's Magic Quadrant to select strategic platforms like their HR system, ensuring market-leading solutions for key technology decisions.

Global Trends and AI Implementation Guidance: leveraged insights on generative AI trends



Outcome

With support from Gartner, the client:

Built a Board-Approved Digital Strategy: developed a digital strategy that was praised by the board

Selected Top Technology Platforms: leveraged technology insights, ensuring technology decisions were backed by trusted, independent analysis.

Benefited from Efficiency Gains: launched an AI tool that saved frontline staff 1–2 hours daily on administrative tasks, allowing more time for customer care and improving operations.

“We see Gartner as a trusted strategic advisor - we value their advice, and it's also valued by executives and the board.”

- Andrew Dome, Chief Digital Information Officer at Uniting NSW.ACT