

# 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**