

# Optimizing Legal Operations for the Future

**Industry:** IT Services and IT Consulting  
**Revenue:** \$3.2B  
**Employees:** 5,001-10,000 employees



## Mission-critical priority

Pure Storage's legal department faced a major transformation challenge. Under a new General Counsel, the team needed to shift from a reactive approach to a proactive strategy, optimize operations, and build a strong foundation for risk management and technology transformation.



## How Gartner helped

The client used:

- **Gartner's workload assessments** to identify where team members were spending time and whether resources were aligned with strategic priorities.
- **Risk Assessment Survey** to get insights into risk exposure and guided the development of a standardized, consistent approach to enterprise risk management.
- **Technology roadmap diagnostic** that enabled them to get a holistic review of legal technology tools, reducing silos and overlaps.



## Outcome

With support from Gartner for Legal & Compliance, the client achieved:

- **Strategic Alignment:** Defined three multi-year priorities—workforce planning, risk mitigation, and technology transformation.
- **Operational Efficiency:** Shifted from reactive to proactive strategy, ensuring the right people were in the right roles.
- **Technology Optimization:** Reduced tool redundancy and improved utilization, aligning with corporate IT goals.

“Gartner has been instrumental in helping us set up some of our foundational work. Having helped us define our three priorities, which I think are going to be multi year workforce planning, risk assessment and mitigation, as well as, technology transformation.” - Micki Nute, Senior Director & Associate General Counsel