

Revolutionizing the Supply Chain Mission Following Irreversible Business and Industry Shifts

Industry: Oil & Gas
Employees: > 1,000



Mission-critical priority

An American oil & gas company delayed building its five-year supply chain strategy because of the COVID-19 pandemic and major industry changes (e.g., fracking, new global oil sources, etc.). Now faced with an entirely different business landscape, the Global Director of Supply Chain turned to Gartner for help.



How Gartner helped

The client used:

- **End-to-end supply chain strategy cascade resources** designed to aid annual and multiyear planning.
- **A Gartner-led workshop** that brought together the heads of supply chain, HR, finance, sales, IT and engineering, along with their supporting teams.
- **Maturity assessment** to identify cross-functional capabilities and needs.
- **Objective, data-driven recommendations** for metric milestones (present, 2.5 years from present, and 5 years from present).



Outcome

With support from Gartner for Supply Chain, the client:

- **Delivered** a one-page annual supply chain strategy that links to multiyear roadmaps for achieving on key initiatives and closing critical performance gaps identified by the maturity assessment
- **Drove** consensus across functions via the Gartner-led workshop
- **Secured** buy-in from the CEO and Board of Directors on supply chain priorities and investments, including accelerated recruiting and hiring
- **Accelerated** timelines: After just five months the Gartner team had helped the client build a comprehensive and collaborative supply chain vision for both the near and long term.