Scalable Innovation With Strategic Implementation

Client success story: The University of Tennessee Health Science Center

The University of Tennessee Health Science Center provides inclusive education, research, scientific discovery, clinical care and public service across the state of Tennessee and beyond. The IT department connects 7,200+ students and faculty across all departments and locations, making providing best in-class resources paramount. The resources ensure the successful implementation of agile and strategic plans for planned and upcoming, as well as unforeseen, projects. The CIO and Gartner were able to review and requantify the IT budget, which provided significant time savings by reframing the client’s strategic plan and equipping the client’s leaders with trusted insights, strategic advice and practical tools.

Industry: Higher education
Revenue: $625 million
Faculty: 7,200+
Critical priority
Create a sustainable research IT plan across the university. Tennessee HSC IT leaders had to:
- Align plan with the organization vision to gain the support for decisions, funding and resources needed for this initiative
- Create a clear and concise roadmap to non-IT executives to guarantee alignment on resources for the subsequent 4-5 years

How Gartner helped
Engagement strategy with IT leaders, resulting in:
- Analyst calls to streamline actionable insights
- Level-set priorities and scalability for areas of opportunity within budget
- Utilizing best-in-class toolkits
- Enabling quick and decisive decisions with client executives through strategic roadmap with clear frameworks

Business Impact
Gartner experts played an essential role in:
- Providing insights for the UCaaS system to complete migration in half the time
- Reviewing the learning management system (LMS) and actionable insights to implement in less than nine months
- Delivering insight tools for the department, which helped the client almost double yearly professional development budget
- Review process for presenting to executive team, utilizing the Gartner “Run, Grow, Transform” model
- Unifying all IT storage on campus into one ecosystem, generating storage savings of an estimated $500K

“I will never do a major purchase or buy a piece of software for campus without talking to Gartner first. I have to do that check and balance first before I even think about deploying something.”

Dan Harder, Vice Chancellor for IT and CIO, The University of Tennessee Health Science Center