Gartner for IT Leaders

Building IT Strategy to Meet Changing Business Needs

Client success story: Western Power

Western Power, a transmission and distribution company in Western Australia, wanted to streamline its IT systems, including billing and ERP. Gartner provided industry-specific experts who helped them plan and respond to changing business needs. Additionally, with Gartner support, our client was also able to shape one of its key initiatives of infrastructure managed services contracts.

Industry: Energy Utility
Revenue: $6M
Employees: 3,700+
As an energy utility organization, our client wanted to ensure the smooth functioning of their IT system so that it quickly responds and meets the changing business needs.

The energy utility market is currently in turmoil and the future is uncertain. The way IT responds to this is extremely important in ensuring the business needs are met. By relying upon forward-looking insights from Gartner, expert-targeted research and tools, and benchmarks such as Gartner IT Score, Western Power was able to shape their strategy and quickly respond to ever-changing business needs.

With support from Gartner for IT Leaders, Western Power successfully:

- Shaped the IT function to quickly respond to changing business needs.
- Streamlined their biggest IT systems, such as the ERP and billing systems.
- Shaped their infrastructure services management contract.