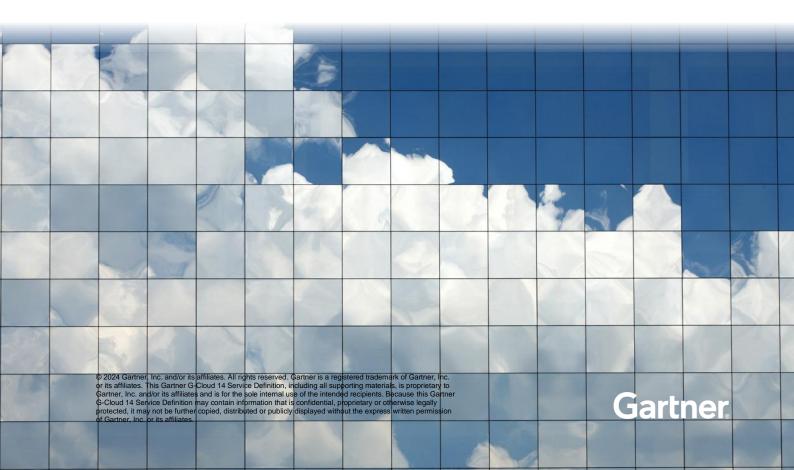# A Gartner G-Cloud 14 Service Definition for Gartner for R&D Leaders: Individual Access Advisor (GRDLTIA)

2024
Gartner G-Cloud 14 Service Definition

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Service Description

Gartner for R&D Leaders provides access to actionable and relevant insights that solve the most pressing challenges faced by senior research and development leaders.

Service Benefits

- Real-time, personalised advice from Gartner research advisors
- Integrated research and tools library
- Concise, targeted research focused on key initiatives
- Supports team members business success, personal knowledge, and productivity
- Evaluation on latest trends, emerging technologies, and strategic vendors
- Cut through the information overload and make better decisions
- Peer benchmarks, diagnostics and case studies
- Dedicated service delivery proactively provides relevant content, data, and access
- Obtain objective viewpoints to validate decisions and drive value.
- Digital strategic and team guidance, insights and skills transfer

Service Features

- Peer & Practitioner Research
- Industry IT Research
- Emerging Technology Research
- Peer Benchmarks
- Decision & Diagnostic Tools
- Virtual Meetings
- Individual Gartner Analyst Inquiry
- Webinars
- Peer Connect
- Gartner BuySmart™

Invoicing

- The service is provided to one licensed user for a period of twelve months
- All invoices are payable net 30 days from date of invoice

Full List of Service Features

- Emerging Technology Research — Reports that build on the relevant Hype Cycle and provide more in-depth coverage of technologies in the IT space that will impact clients. The purpose of this research is to educate the reader on the market impact of the emerging technology.
- Peer Benchmarks — Relevant, quantitative data and analysis to help allocate resources and target areas with the highest impact.

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- Industry IT Research — Research covering digital trends specific to financial services, energy & utilities, healthcare & life science, manufacturing, public sector, and retail sectors.

- Peer & Practitioner Research — Includes peer benchmarks, best practices, case studies, tools, and templates

- Virtual Meetings — Virtual meetings on research and best practices. Invitations to some meetings may only be extended to senior R&D executives

- Individual Inquiry— Inquiry sessions of up to 30 minutes with a Research Expert which may be scheduled independent of other team members, and which also may be used to request reviews of business-related documents or contracts of up to 20 pages, including attachments.

- Decision & Diagnostic Tools — Customised, actionable views of the most important performance metrics in the function.

- Webinar — Periodic web conferences where Gartner research advisors speak on timely topics in information technology and then solicit questions from listeners.

- Peer Connect — Provides access to (virtual) facilitated discussions with peers; participation limited to executives with similar job roles.

- Gartner BuySmart™— Gartner BuySmart™ helps clients select and craft a fair deal (e.g., determine what they need, pick the right provider, align deal structure with needs, and negotiate contracts to optimise spend and reduce complexity) through inquiries and document / proposal reviews by reducing costs and avoiding common pitfalls using the most recent insights on technology spend management, contracting practices, and long-term risk mitigation. Coverage is limited to select R&D-related technology where we have sufficient coverage (e.g. PPM)

Additional Terms & Conditions

- Licensed Users may deploy Functional Diagnostics to both Licensed and non-Licensed Users within the client company.

- Participation in inquiry calls is limited to the Licensed User(s) and research expert only (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on an inquiry call).

- Depending on travel advisories and/or government orders, at Gartner's sole discretion, some meetings and events may be held virtually.

- Use of the Service is governed by the Gartner Usage Policy and the Gartner Copyright and Quote Policy, which are accessible on the Policies section of gartner.com.

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