

A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Gartner for Enterprise Supply Chain Leadership Team: Team Leader (ESCLTMLDR)

2024

Gartner G-Cloud 14 Service Definition

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Service Description

Gartner For Enterprise Supply Chain Leaders is a membership-based program for senior supply chain leaders that combines pragmatic Gartner research with the real-world experience of peers, delivered through a personalised service model that tailors advice to the member's key initiatives to improve business performance.

Service Benefits

- Aids the productivity of clients who work in team environments
- Leader can share the Gartner relationship with their team
- Team Members can join the Leader in Team Inquiry
- Personalised service and coaching from an assigned Leadership Partner
- Targeted content based on role, preferences, and key initiatives
- Strategy validation and practical advice
- Network with other Supply Chain professionals
- Gain objective insights on Supply Chain products, services, and initiatives

Service Features

- Assigned Service Delivery Team
- Member Value Plan and Virtual Strategy Meeting
- Gartner Supply Chain Research
- Peer Community Contributed Content
- Key Insight Document Share
- Tools and Templates
- Facilitated Peer Networking & Community Events
- Individual and Team Inquiry
- Supply Chain Conference Ticket

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

- Assigned Service Delivery Team — The Leadership Partner and a client success manager will serve as the Team Leader's primary points of contact for this Service. They will maintain the relationship through the delivery of the Service and implementation of a member value plan. The client success manager will facilitate inquiry sessions and respond to specific requests for Gartner research and insight. The customised plan is created in collaboration with the Team Leader at the beginning of the Service and reviewed periodically through the membership lifecycle. Elements include setting Team Leader expectations, value criteria, up to three (3) key initiatives and action plan

- Leadership Partner Outreach Calls — Approximately six (6) times per year, the Leadership Partner will call the Team Leader to discuss an Enterprise Supply Chain Leaders research topic or report and relevant leadership and management issues
- Client Success Manager Outreach Calls — Approximately four (4) times per year, the client success manager will call the Team Leader to discuss the Team Leader's status and review the member value plan
- Virtual Strategy Meeting — Leadership Partner will meet with Team Leader for coaching and advice with focus on strategic planning and execution of up to three (3) key initiatives. Guidance will be based on the collective expertise of Gartner research and the peer community
- Supply Chain Best Practices Reports — Outline best practices and lessons learned from peer companies that have demonstrated leadership in applying supply chain principles to drive business results
- Special Reports — Cover underlying research themes that cut across technology or industry-specific research or provide in-depth strategic analysis of trends, industry developments, vendors, products or services
- Published Research — Focus on companies, products, markets, decision frameworks, tactical guidelines, case studies, and strategic planning assumptions
- Peer Community Contributed Content — Unlimited access to peer contributed videos and case studies to learn from real-life best practices.
- Key Insight Document Share — The Team Leader may use Key Insights Document Share on gartner.com to share with others in the client company Key Insights summaries of up to 25 (twenty-five) Gartner research documents per contract year. This sharing may not be done in a manner that has the intent or effect of avoiding purchase of additional User licenses
- Facilitated Networking, Peer Community Events, and Content:
 - Facilitated Networking — Leadership Partner will, upon request, arrange meetings with peers around a specific topic to discuss best practices or areas of expertise
 - Peer Community Events and Content — Held up to two (2) times per year, these events focus on Licensed User-selected topics, provide a venue for networking and peer exchange, feature Licensed User presentations on working solutions and offer facilitated workshops with Gartner research experts. Gartner may, as necessary, change or supplement the expert with another expert
 - Bimonthly Webinars — Webinars on Members' "top 10" priorities provide strategies and tactics used by other Members, and insight and context provided by a Gartner expert. Webinars address issues outside of regularly scheduled peer meetings and are available to Team Leaders and members of their extended teams
- Individual Inquiry — Includes 50-minute sessions with Gartner research advisors to ask questions based on published research or request reviews of business-related documents
- Team Inquiry — Includes 50-minute sessions with Gartner research advisors to ask questions based on published research or request reviews of business-related documents. Team members may lead the discussion or pose questions to the analyst on their behalf or on the behalf of the team, provided the sessions are scheduled and attended by the Leader to advance the Team Leader's agenda
- 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

- Supply Chain Conference Ticket — Admission for one attendee to attend a Supply Chain Conference

Additional Terms & Conditions

- Each Team must consist of 1 Leader and between 3 to 10 coterminous Team Members. Each Leader requires a minimum of 3 Advisor and/or Cross Function members.
- Participation in inquiry calls is limited to the Licensed User(s) and the Gartner research expert only (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on the call). Team Leader is entitled to two types of inquiry: (i) inquiry sessions with an expert (“Individual Inquiry”), which may be scheduled and attended independent of other Team Members; and (ii) inquiry sessions with an expert and the Leadership Team (“Team Inquiry”). For Team Inquiry sessions: (i) Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the expert on behalf of the team, provided all such questions and discussions advance the Leader’s agenda
- The Gartner Supply Chain Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner Supply Chain Conference as specified in the Ticket Letter emailed to Client. Tickets are valid for 12 (twelve) months from date of issue, per the expiration date on the Ticket Letter. Tickets provided as part of a Gartner research offering are valid only for Gartner conferences during the contract term of that service. Tickets are transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any other Gartner conference
- 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.