

A Gartner G-Cloud 14 Service Definition for Cloud Digital Leadership — Gartner for Global Chief Supply Chain Officers Leadership Team: CSCO Member (GCSCOCM)

2024

Gartner G-Cloud 14 Service Definition

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Service Description

Global Chief Supply Chain Officers Leadership Team: CSCO Member enables access to Gartner resources in a team environment. The service provides an ongoing advisory relationship with Gartner with access to top experts, indispensable insights, tools, events and peer networks.

Service Benefits

- A personalised service delivery model led by Program Director
- Client Success Manager provides personalised, proactive, concierge-level service
- Unlimited, on-demand advisory and research advisor support
- Targeted content based on role, preferences, and key initiatives
- Gain objective insights on Supply Chain products, services, and initiatives
- Digital executive and team guidance, insights and skills transfer

Service Features

- Assigned Service Delivery Team
- Virtual Team Workshop
- Supply Chain Research and related content
- Peer Community Contributed Content
- Member Value Plan
- CSCO Member Virtual Strategy Meeting
- Facilitated Peer Networking and Events
- Individual Inquiry and Team Inquiry
- Special Interest Groups
- 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 — Assigned Global CSCO delivery team lead by a Program Director who manages the Leader's overall satisfaction with the service. Also includes a team client manager who is assigned to the Leader and enhances the Leader's experience through facilitating inquiry and responding to specific requests for Gartner research and insight
- Client Success Manager — Team client manager facilitates inquiry and responding to specific requests for Gartner supply chain research and insight
- Member Value Plan — Customised service plan created in collaboration with the team Member at the beginning of the Service and reviewed and revised periodically

through the membership lifecycle. Elements include member expectations, value criteria, up to three Key Initiatives and action plan

- CSCO Member Virtual Strategy Meeting — Annual virtual meeting with assigned program director who acts as a sounding board, assists in validating or formulating decisions, and identifies innovative alternatives through strategic advice. Meetings could include reviewing current initiatives, calibrating the member's value delivery plan and gaining insights into the member's issues and requirements to further refine and improve value delivery. Research experts could participate in strategy meetings based on topical areas being discussed and schedule availability
- Virtual Team Workshop — Up to half-day annual virtual session on application of Gartner research and action planning. The session may include non-Team Members up to a total of 25 (twenty-five) participants
- Supply Chain Research — Foundational research, best practices, maturity models and toolkits help supply chain leaders run a demand-driven organisations. Includes vertical- specific supply chain content across the following industries: retail, consumer products, high-tech, chemical, industrial equipment and components, healthcare providers, and life sciences. Research technology areas covered include ERP, BI, CRM, and Supply Chain Management. In addition, supply chain leaders have access to the relevant Gartner IT Industry content published to the IAS Manufacturing and IAS Retail services
- Peer Community Contributed Content — Access to a library of peer contributed videos, webinars and case studies to learn from real life best practices
- Peer Experiences — Gartner provides opportunities for peer engagement in a variety of ways. Licensed Users have access to Gartner assets that enable ratings and reviews, connecting with qualified peers, access to community features, and exclusive features specific to client role
- Facilitated Networking — Service Delivery Team will, upon request, arrange meetings with peers around a specific topic to discuss best practices or areas of expertise
- Individual Inquiry — Unlimited, 50-minute sessions with Gartner research advisors to ask questions based on published research or request reviews of business-related documents. Participation is limited to the research advisor and the CSCO, Partner, Delegate or Advisor Team Members. Partners, Delegates or Advisor Team Members may participate in each other's inquiry sessions
- 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 research advisor 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
- Special Interest Groups — Topical Web conferences, open only to Members and their extended teams, where Members discuss key issues related to peer selected topics of interest. Strategies and tactics used by others are shared, and insight and context is provided by Gartner research experts
- Supply Chain Conference Ticket — Admission for one attendee to attend a Supply Chain Executive Conference

Additional Terms & Conditions

- Limited release service subject to pre-qualification

- One (1) Leader plus a minimum of three (3) and a maximum of ten (10) additional members are required for this product option. One (1) Advisor Team Member must be included for every Partner Team Member
- Participation in inquiry calls is limited to the Licensed User(s) and the research advisory only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). The CSCO Team Member is entitled to two types of inquiry: (i) inquiry sessions with a research advisory (“Individual Inquiry”), which may be scheduled and attended independent of other team members; and (ii) inquiry sessions with a research advisor and the Leadership Team (“Team Inquiry”). For Team Inquiry sessions: (i) the CSCO Team Member must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the research advisor on behalf of the team, provided all such questions and discussions advance the Team 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.