

A G-Cloud 15 Service Definition for Gartner for Chief Supply Chain Officers Leadership Team — Cross Function Team Member (CSCOTCFM)

Gartner G-Cloud 15 Service Definition

2026

Service Description

Chief Supply Chain Officers Leadership Team: Cross Function Team Member enables access to Gartner resources in a team environment. The Service provides client access to Gartner research and research experts related to supply chain strategies and key initiatives

Service Benefits

- Client Success Manager to facilitate Inquiry and research requests
- Team Members can join the Leader in Team Inquiry
- Targeted content based on role, preferences, and key initiatives
- Gain objective insights on Supply Chain products, services, and initiatives
- Strategy validation and practical advice
- Accessible by browser and app
- Digital executive and team guidance, insights and skills transfer

Service Features

- Client Success Manager
- Supply Chain Research
- Peer Community Contributed Content
- Team Inquiry
- Gartner Peer Community
- AskGartner AI tool, providing tailored actionable Gartner insights on demand

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

- Client Success Manager — Facilitates inquiry and responding to specific requests for Gartner supply chain research and insight
- 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

- **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
- **Gartner Peer Community** — Access an exclusive, trusted community of IT and business professionals who share unbiased references and opinions on technology products and vendors to help avoid pitfalls and leverage one another's experiences with strategic IT initiatives
- **Peer Community Contributed Content** — Access to a library of peer contributed videos, webinars and case studies to learn from real life best practices
- **My Gartner** — A personalised, intelligent home page that recommends the most relevant research and resources based on the user's key initiatives, activity, role, and profile information. Portal includes a link to the SCM World content site for accessing all SCM World content.
- **AskGartner** — AskGartner is a generative AI-powered tool available on gartner.com. Sourced solely from proprietary Gartner data, it provides our unbiased perspective and expertise through AI-powered conversational interactions, replacing older keyword-based searching and providing a more holistic overview of Gartner insight on a given topic or question.

Additional Terms & Conditions

- 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 Team Leader 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 Team Leader 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
- 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.