

A Gartner G-Cloud 15 Service Definition for Cloud Consulting: Cloud Benchmark — Additional Cloud- Based Service Component Benchmark

2026

Gartner G-Cloud 15 Service Definition

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Gartner

Service Summary

Gartner will assess the price competitiveness of a specific cloud-based service currently supplied or being procured. Gartner has the largest database of high-quality IT service cost information globally. This data surfaced via our best-practice benchmarking approach compares costs with other providers and/or those faced by other public sector organisations.

Service Description

Gartner will independently assess the price competitiveness of the supplier's additional cloud-based outsourcing service components, ensuring public sector leaders have an accurate picture of how charges compare by:

- Gaining a detailed understanding of the services that have been/will be contracted; scope, scale, complexity, and commercial specifics such as length of contract and the service credit/debit regime
- Selecting “best fit” comparators from our database of outsourced contracts and adjusting (normalising) these comparators to reflect the specifics of the contract that is being benchmarked
- Producing a management report that clearly details how charges compare against peer contracts
- Add multiples of additional cloud-based service components together, along with a baseline for Cloud-Based Service Component or delivery area

Service Benefits

- Establishes the indicative market price range for additional service component
- Utilises independent and objective supplier pricing benchmark data
- Provides insight into supplier pricing or cost reduction opportunities
- Provides should-cost pricing to support financial justification
- Provides executive-level assurance of supplier proposals
- Improved decision-making through actionable data
- Helps identify contract management optimisation opportunities
- Accelerates delivery of actionable insights through proven analytical capabilities
- AI-powered analysis that augments Gartner's Insights and SME delivery experience

Service Features

- Benchmark report including price comparison by delivery area
- Project plan detailing roles, timescales and scope
- Electronic copies of supporting research, frameworks, and work products
- Supplier contract profiling workshops
- Analysis of cloud market positioning, market range and pricing models
- Suitably detailed cost analysis aligned to Gartner global measures
- Ability to readily scale the assessment and include additional services

Full List of Service Features

- **Project Plan** — Following project initiation. The multiples of additional cloud base service components together along with a baseline for Cloud-Based Service Component or delivery area are planned to cover roles and responsibilities, business stakeholders with an interest, client ICT and Gartner point of contact, and timescales for the review
- **Workshop 1: Contract Profiling** — To assist the client with data collection, using client schedules of pricing and contracts that detail service pricing for external contracts. In addition, as applicable, any project-level documentation that pertains to this review to use as inputs
- **Summary of Contract Profile** — A description of the contracted services for sign-off
- **Report 1** — Gartner analysis of market positioning. Includes evaluation of market range, analysis of any pricing model/mechanism made available
- **Report 2** — Based on feedback from the client organisation, Gartner will refine the analysis for an IT or business audience

Project Approach

- **Project Initiation** — A kick-off meeting will be held. The project plan will be issued following the meeting
- **Contract Profiling** — Gartner will gain a very detailed understanding of the contracted services. Workshop 1: Contract Profiling will be held within this phase, and the summary of the contract profiles spreadsheet will be signed off
- **Peer Selection** — Gartner will select “best fit” comparators from our database.
- **Peer Normalisation** — Gartner will adjust (normalise) peer comparators to reflect the specifics of the contract that is being benchmarked. The peer normalisation spreadsheet will be issued for sign-off
- **Analysis and Results** — Gartner will produce Report 1 with market price range results for the cloud service component and, following any feedback, Report 2. This report will clearly detail how charges compare against peer contracts

Project Schedule

Through the use of workshops and off-site work to achieve a benchmark comparison, with conclusions and recommendations, within a maximum of 4 weeks.

Prerequisites

Baseline Renewal for Cloud-Based Service Component.

Assumptions

A critical driver of the project is the achievement of the Contract Profiling milestone, whereby both parties sign-off the dataset to be used for the benchmark analysis. Any delay in achieving this milestone will impact the overall schedule and may result in change control. If the client and service provider fail to agree on the final Contract Profiles within the time frame agreed during Project Initiation, Gartner reserves the right to issue a Change Order to this SOW. Gartner will charge up to 12.5% of the agreed total price per additional week required to complete the Contract Profiles and will adjust the completion date for the Engagement accordingly.