

A Gartner G-Cloud 15 Service Definition for Cloud Consulting: Digital Leadership — Mobile Working and Device Strategy

2026

Gartner G-Cloud 15 Service Definition

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Service Summary

Gartner will work with you to define a comprehensive mobility strategy and roadmap, incorporating modern mobile and security models such as Zero Trust, inclusive device strategies and accessibility standards. We will help you exploit cloud and digital transformation to drive efficiency, reduce costs and enable secure, modern ways of working.

Service Description

This service provides a mobility strategy and roadmap that will provide a clear view of how to effectively incorporate new mobile trends, end-user wants and needs, new mobile technologies, and ways of working into the organisation to meet specific business objectives, by incorporating new mobile trends, end-user needs, modern security approaches such as conditional access and Zero Trust principles, and compliance with UK public sector security guidance (e.g., Cyber Essentials, NCSC mobile standards).

Gartner's mobility strategy includes the mobile network and outsourced services, devices and platforms.

The development of a mobility strategy can include:

- Bring your own device (BYOD) and mobile policies
- Transformation
- Ways of working, including distributed and asynchronous collaboration
- Mobile services cost control, management and sourcing
- Enterprise mobility management and security
- Organisational and management implications of mobility
- Alignment with UK public sector security frameworks such as Cyber Essentials and NCSC mobile guidance
- Consideration of accessibility standards and assistive technologies to ensure inclusive device strategies
- Integration of unified endpoint management capabilities for secure provisioning and lifecycle control
- Application of Zero Trust architecture and conditional access for identity-centric security

Service Benefits

- Mobility strategy and roadmap to exploit cloud transformation
- Capitalise on emerging mobile trends to transform the workplace
- Strategy for achieving mobile business benefits
- Definition of workforce access to digital services
- Compliance with UK security standards
- Inclusive device strategies and accessibility integration
- Accelerates delivery of actionable insights through proven analytical capabilities
- Benefits and drivers for cost and agility
- Independent and objective assurance
- Enables transition to cloud services and identified benefits

Service Features

- Consulting support for mobile exploitation of cloud opportunities
- Supporting analysis, research frameworks and work products
- Outlines key market trends, opportunities and challenges
- Describes mobility vision and organisational objectives
- Details appropriate technology and security requirements
- AI-powered analysis that augments Gartner's Insights and SME delivery experience
- Identifies governance and mobility capability needs
- Roadmap of actionable and prioritised recommendations
- Weekly status reports against agreed deliverables
- Final presentation to executive stakeholders

Full List of Service Features

The service includes :

- Defining a mobility vision and objectives aligned with organisational goals.
- Identifying appropriate technology requirements, including devices, platforms, applications and security, incorporating Zero Trust principles and accessibility standards.
- Governance and capability needs, such as mobility centres of excellence, to support provisioning strategies.
- Roadmap outlining actionable recommendations for governance, architecture and sourcing.
- Weekly updates ensuring stakeholder engagement
- Executive presentation of findings and strategy.
- Gartner leverages proven methodologies and market insights to deliver a secure, inclusive and future-ready mobility plan.

Project Approach

- Week 0: Project initiation
 - Kick-off meeting, confirm scope, stakeholder mapping
 - Collate relevant market trends, challenges, and opportunities
- Weeks 1–2: Mobility vision and end-user needs assessment
 - Conduct stakeholder interviews to identify business objectives and end-user needs
 - Define mobility vision and synthesise ambitions
 - Begin analysis of accessibility and inclusivity requirements
- Weeks 3–4: Architectural service model
 - Identify device, platform, application, and security requirements
 - Incorporate Zero Trust principles, conditional access policies, and accessibility standards

- Validate findings with client leadership
- Weeks 5–6: Capabilities, governance, and final strategy
 - Define internal capabilities and governance requirements
 - Develop high-level cost assessment and prioritised roadmap
 - Compile final mobility strategy document and present to executive stakeholders

Project Schedule

Gartner anticipates completion of this engagement within 6 weeks.