

A Gartner G-Cloud 15 Service Definition for Cloud Consulting: Cloud Sourcing — Vendor Management Optimisation

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Gartner G-Cloud 15 Service Definition

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Service Summary

Gartner will perform a rapid assessment of a client's Vendor Management (VM) capabilities using our Vendor Management Framework to assess the current state of maturity. A future state vision and accompanying operating model will be established to overcome the gaps/challenges and optimise operations, culminating in a roadmap of prioritised initiatives.

Service Description

IT vendor management continues to evolve and requires new approaches for ever-shifting technology and business demands. Gartner will work closely with the client through interviews and working sessions combined with survey tools to conduct an initial capability assessment designed to establish the good practices, gaps and challenges in current state operations. Gartner's Vendor Management Framework acts as the foundation of the initial assessment, enabling four capability areas, with 13 sub-capabilities, to be assessed against best practice. Subsequently, Gartner will lead the client through the development of a future state vision for Vendor Management, which will address the emerging gaps and challenges, as well as consider whether it should operate in a centralised, decentralised or hybrid model. With the vision and design principles in place, Gartner will then work with the client to design an optimal Vendor Management operating model, considering key components such as strategy, processes, governance, roles and responsibilities, skills and competencies etc. Finally, the plan to reach the optimal target state will be set out, outlining the required initiatives in a prioritised and costed manner, including benefits, effort, risks and dependencies.

Service Benefits

- Increased confidence in improvements from practitioners with deep experience
- Proven expertise provides confidence in terms of timescales and quality
- Gartner's tried and tested frameworks and toolkits accelerate delivery timescales
- Design an optimal VM solution aligned with best practices
- Flexible and agile delivery methodology; adaptable to the right outcomes
- Regular reviews/iterations reduce client re-work on final submission
- Accelerates delivery of actionable insights through proven analytical capabilities
- AI-powered analysis that augments Gartner's Insights and SME delivery experience

Service Features

- On-site or remote
- Working in close collaboration with client teams through interviews and workshops
- Use of Gartner insights, data, frameworks and toolkits
- Best practice operating model design and realisation roadmap
- Weekly status reports against agreed deliverables and timeframes
- Final presentation to executive stakeholders

Full List of Service Features

A typical approach for Vendor Management optimisation:

- **Project Plan** — Following project initiation, a plan will be proposed to cover roles and responsibilities, business stakeholders, timescales and key milestones
- **Mobilisation** — Gartner will identify the most appropriate resources for the work at hand. The client should share all pertinent information for Gartner review
- **Step 1 — Current State Assessment** — Interviews, working sessions, and online survey tools will be used to gather key inputs used to create a maturity assessment of the 'as is'. Gartner's Vendor Management Framework acts as the foundation of the initial assessment, enabling four capability areas, with 13 sub-capabilities, to be assessed against best practice. Gartner will also use peer insights to further understand where gaps and challenges exist. The output will be a short report containing key findings
- **Step 2 — VM Vision and Future State** — Gartner will lead the client through the development of a future state vision for Vendor Management, which will address the emerging gaps and challenges, as well as consider whether it should operate in a centralised, decentralised or hybrid model. The output will include a vision statement and a set of design principles
- **Step 3 — VM Operating Model Design** — Gartner will then work with the organisation to design an optimal Vendor Management operating model, considering key components such as strategy, processes, governance, roles and responsibilities, skills and competencies, etc. The output will be an outline operating model, which will provide guidance on the changes required across each component area to reach an optimal state
- **Step 4 — Recommendations and Roadmap** — The plan to reach the optimal target state and associated operating model will be set out, outlining the required initiatives in a prioritised and (ROM) costed manner, including benefits, effort, risks and dependencies

Project Approach

- Week 1: Project initiation
- Week 1-2: Current state assessment
- Weeks 3-4: VM vision and future state
- Week 5-7: VM operating model design
- Week 7: Recommendations and roadmap articulation
- Week 8: Final iterations, stakeholder presentations and approvals

Project Schedule

Gartner anticipates completion of this engagement within 8 weeks, but this is dependent on the following:

- The complexity and scale of the organisation
- Stakeholder availability