

A Gartner G-Cloud 15 Service Definition for Cloud Consulting: Cloud Benchmark — Cloud Applications Productivity Assurance

2026

Gartner G-Cloud 15 Service Definition

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Gartner

Service Summary

A full and comprehensive assessment of outsourced application development services. Gartner will assess the supplier and benchmark App Development pricing to establish whether our client is receiving a fair market price. This value for money assessment relates to a specific application's (or logical group) scope, scale and complexity.

Service Description

Gartner will independently assess the price competitiveness of the client's existing cloud-based application development services, 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: determining the functional size of the application(s) in scope and considering the complexity and commercial specifics, such as length of contract and the service credit/debit regime
- Selecting “best fit” comparators from our database of application development project metrics from outsourced contracts
- 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

Service Benefits

- Provides understanding of fair market pricing for application development/support
- Assesses efficiency of overall application development and/or support services
- Enhanced confidence from a tried and tested measurement framework
- Provide insight into sourcing opportunities the client can leverage
- Feeds negotiation teams with proven facts regarding services
- 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
- Price comparison by application development/deployment and/or support
- Workshop evaluating application environment and analysing documentation
- Functional sizing of application(s) in scope
- Analysis of market positioning and evaluation of market range
- Analysis of available pricing models and mechanisms
- Electronic copies of supporting research and work products
- Final presentation to executive stakeholders

Full List of Service Features

- **Project Plan — Following Project Initiation.** To cover roles and responsibilities, business stakeholders with an interest, client ICT and Gartner point of contact, and timescales for the review
- **Workshop 1: Evaluate —** To assist the client with data collection, using application information for external application development/support-based cloud supplier services. In addition, as applicable, any project-level documentation that pertains to this review to use as inputs
- **Sizing of Application(s) in Scope —** Understand application functionality in scope; establish application boundaries; perform function point calculation
- **Workshop 2: Present Results —** Following peer selection of application projects from the Gartner database and normalisation being applied, the initial results are presented
- **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 ICT or business audience

Project Approach

- **Project Initiation —** An on-site kick-off meeting will be held. The project plan will be issued following the meeting
- **Understanding of the Application(s) to be Evaluated —** Assessment of application-specific information (e.g., functional specification documentation, use cases, the live application itself) to determine functional size. Assessment of non-functional complexities that reflect the specific nature of the application environment and other unique requirements
- **Peer Selection —** Gartner will select “best fit” comparator application projects and support peers from our database
- **Peer Normalisation —** Gartner will adjust (normalise) peer comparators to reflect the specifics of the contract that is being benchmarked
- **Analysis and Results —** Gartner will produce Report 1 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 10 weeks, depending on application size.