

A G-Cloud 15 Service Definition for Gartner for Midsize Enterprise CIO (MSECIO)

Gartner G-Cloud 15 Service Definition
2026

Service Description

The Gartner for Midsize Enterprise CIO service provides executive leaders with access to exclusive actionable technology-related insights, tools, and resources to help advance their most critical Cloud priorities.

Service Benefits

- Client Success Manager will serve as primary point of contact
- Individualised strategies based on client priorities and initiatives
- Ongoing engagement and delivery of value
- Gartner Analyst interactions
- Symposium attendance & peer networking interactions
- Exclusive research and content to advance critical cloud priorities
- CIO guidance, insights and skills transfer
- Accessible by browser and app
- Access to online peer community for collaboration and advice
- AskGartner - AI tool providing tailored, actionable Gartner insights on demand

Service Features

- Access to Research Experts
- Invitation to Gartner IT Symposium/Xpo with Exclusive Member Experience
- Role-based IT Research
- CIO Peer Events and Peer Networking
- Leadership Development Research and Related Content
- Gartner for IT Leaders Research and Peer & Practitioner Research
- CIO Research and Related Content
- Midsize Enterprise Research and Tools
- IT Key Metrics Data, Diagnostic Tools, Templates and Case Studies
- IT Podcast Series

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

- **Research Expert Inquiry** — Provides access to Gartner experts who are associated with this Service. Participation is limited to the expert, the Licensed User and other Gartner for Midsize Enterprise CIO licensed users (i.e., non-Users, either inside or outside the Client company, may not attend or otherwise participate on the call). The Licensed User (i) must be present on call and lead inquiry discussion to advance their agenda, and (ii) may also schedule individual inquiry sessions with an expert.

The Licensed User may, on an occasional and infrequent basis (not to exceed 10 (ten) times per contract year, and not to exceed more than 25 (twenty-five) individuals per session), include in inquiry sessions non-Licensed Users from within the client company.

The Licensed User is entitled to prioritised scheduling for inquiry and 1-on-1 sessions at Gartner IT Symposium/Xpo

- **Peer Experiences** — Gartner provides opportunities for peer engagement in a variety of ways. Licensed Users have access to Gartner assets that enable ratings and reviews, connecting with qualified peers, access to community features, and exclusive features specific to client role
- **Peer Directory:** Access to searchable directory of senior most technology leaders
- **Online Forums:** Access to discussions of common issues among peers on gartner.com
- **Research Access**
 - ☐ **Expert Insights:** Exclusive Gartner Research Reports relevant to Licensed User. These may include Gartner selected topics across IT, business, and leadership development
 - ☐ **Leadership Development Research** and related content: Customised professional development content for the development of technology leaders
 - ☐ **Gartner for IT Leaders Research** and related content: Includes Core IT and role-specific research; diagnostic tools, templates, and case studies; Weekly Picks and News Analysis; and webinars featuring Gartner experts
 - ☐ **Executive Leadership Research** and related content: Access to content written for executive leadership on initiatives related to specific and shared needs of leaders in their broader executive roles, regardless of domain, e.g., digital business transformation, talent, internal communications, and others
 - ☐ **Peer & Practitioner Research:** Includes peer benchmarks, best practices, case studies, tools, and templates
- **CIO Research and Related Content**
 - ☐ **Research Reports:** Up to 12 (twelve) reports per year, covering Gartner-selected topics on areas where business and IT intersect. (Schedules are approximations and are dependent on the publication schedule of relevant research.) Includes associated tools and teleconferences hosted by CIO research experts who discuss their reports
 - ☐ **Business Research** and related content: Targeted to CIOs, CFOs, and other business executives

- ☐ Midsize Enterprise Research and Tools: Includes midsize enterprise-contextualised content, tools and resources focused on the CIO's top priorities
- Conferences and Events
 - ☐ Attendance at Gartner IT Symposium/ Xpo™ with Exclusive Member Experience: One nontransferable invitation to attend Gartner IT Symposium/Xpo, including standard Symposium entitlements plus an exclusive member experience that may include priority booking for onsite One-on-One meetings with Gartner experts, access to an Exclusive Member Lounge and meeting rooms in the Exclusive Member Meeting Center, and networking opportunities with peers and Gartner Service Delivery associates
 - ☐ CIO Events: Non-transferable invitation to attend virtual CIO Events, including regional CIO Leadership Forums, where available and for those who meet the qualifying criteria
 - ☐ Webinars: Periodic multi-client virtual events (live and/or replays) where Gartner expert(s) present research on a topic and clients participate through Q&A chats/polls. Clients have access to webinars through gartner.com
- Tools and Data — Access tools and data relevant to Licensed User. These may include interactive assets that enable viewing of data-driven insights and benchmarks designed to enable Licensed User to make informed decisions and enhance workflows
- IT Key Metrics Data — Provides performance metrics on trends in IT spending and staffing, unit costs, and performance measures across critical IT domains
- IT Podcast Series — A podcast series featuring Gartner experts' perspectives on business priorities and challenges on topics in information technology
- AskGartner — 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

- This product is renewal-only for existing subscribers only.
- Purchase of this product is subject to eligibility conditions. Please contact your Gartner Account Team to confirm eligibility
- The invitation or "Ticket" entitles Licensed User to register for one (1) conference and is valid for 12 (twelve) months from date of issue. A conference invitation provided as part of a Gartner research offering is valid only for a conference during the contract term of that service. One (1) Ticket is issued per contract term of twelve (12) months – a shorter contract term does not entitle Client to a conference invitation. Invitations are nontransferable. A single invitation may not be used by more than one (1) client company employee and may not be used for admission to any conference other than Gartner IT Symposium/Xpo Conference
- Licensed User may forward to others in the client company up to 25 (twenty-five) Gartner research documents per contract year. This forwarding may not be done in a manner that has the intent or effect of avoiding purchase of additional User licenses

- Depending on travel advisories and/or government orders, at Gartner's sole discretion, some meetings and events may be held virtually
- 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](https://www.gartner.com).