

A Gartner G-Cloud 15 Service Definition for Cloud Consulting: Cloud Cost Optimisation — Cloud Services IT Spend Transparency Baseline

2026

Gartner G-Cloud 15 Service Definition

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Gartner

Service Summary

Gartner IT Spend Baseline will provide an accurate assessment, visualisation and peer comparison of a client's cost efficiency, staff productivity and service performance. IT spend transparency is delivered across Enterprise IT Key Metrics, Asset, Functional, Investment, Staffing and Business spending metrics to support strategic change or to reinforce existing achievements.

Service Description

Gartner will independently assess the cost of a client's cloud service provision. The assessment will ensure that both IT and business leaders have an accurate assessment of their cloud service position relative to their organisation's peer group in the Gartner marketplace databases, with opportunities for improvement through:

- Providing both an industry (governmental) and service-based peer comparison to ensure that recommendations are relevant
- Identifying areas of potential concern (i.e., cost, service-level agreements, value for money), both at a high level and per delivery area within scope
- Recommendation of next steps to provide a roadmap and action plan to improve metrics
- Gartner data sources will be used to provide the client with answers to key questions, for example:
 - How do budget and staffing plans compare to those of peers?
 - What is the true cost of supporting the organisation, and how can confidence in the budgeting process be improved?
 - Where can economies and improvements in the value proposition to users and stakeholders be made?

Service Benefits

- Multi-dimensional IT spend analysis for efficiency and strategic alignment
- Facilitates comparisons of staffing, hardware, software, and IT function
- Reinforces client efforts with proven Gartner measurement frameworks
- Independent and objective assessment of client spend
- Provides a clear understanding of spending versus peer organisations
- Identifies opportunities for IT cost optimisation or spending realignment
- Accelerates delivery of actionable insights through proven analytical capabilities
- AI-powered analysis that augments Gartner's Insights and SME delivery experience

Service Features

- Cost Optimisation — Cloud Services IT Spend Transparency Baseline Report
- Validate client's IT costs against Gartner's IT Spend Definitions
- Tailored comparison against an appropriate specific peer group
- Peers selected from the Gartner IT Key Metrics database
- Visualisation platform to analyse IT spending (e.g., PowerBI)

- Full conclusions and analysis of next steps
- Final presentation to executive stakeholders

Full List of Service Features

- **Project Plan** — Following project initiation, a plan will be prepared to cover roles and responsibilities, business owners, client stakeholder involvement, key milestones and timescales for the review
- **Data Gathering and Validation Workshops** — To assist client teams with data collection, using client general ledger, schedules of cost, staffing information supported workload information and external contracts. Gartner allocation of spend data to Gartner IT Spend Framework. Validation of the spend allocation with client teams
- **Summary of Data Collected** — Using Gartner templates of cost and workload, a summary of the cost breakdown for the client organisation for agreement and sign-off. This will include analysis of cost, service levels, high-level metrics such as IT spend as a % of organisational spend, and high-level maturity via interview or self-assessment. This will be confirmed via data freeze confirmation, based on a facilitated workshop
- **Report**— Following Gartner analysis of the market positioning, the report will include multiple IT spend metrics, client peer comparisons by delivery area, covering key cost/price per unit and potential opportunities identified ready for the next step

Project Approach

- Using Gartner databases of key metrics, cost, price, service levels and maturity, to compare the client against peer organisations
- To identify gaps in good market practices and opportunities for improvement in cost and price
- To understand the current and desired future state of IT cloud and services and support client teams in achieving both strategic and tactical change
- To input into the client's IT strategy and supplement existing planning

Project Schedule

The use of two workshops and interviews to collect data will help achieve an IT baseline within a 10-week period.

Assumptions

Project pricing is based on the assumption that Gartner will conduct 4 interviews/workshops over a 30-day period and that the client will arrange all sessions with client personnel.