

A G-Cloud 15 Service Definition for Gartner for Global Chief Supply Chain Officers: Individual Access (GCSCO)

Gartner G-Cloud 15 Service Definition

2026

Service Description

Global Chief Supply Chain Officers Individual Access is for the most senior supply chain executive in the client company, typically the CSCO. The Service provides an ongoing advisory relationship with Gartner, a thinking partner to contextualise Gartner insights, and an elite peer network to validate strategies.

Service Benefits

- A personalised service delivery model led by Program Director
- Client Success Manager provides personalised, proactive, concierge-level service
- Targeted content based on role, preferences, and key initiatives
- Gain objective insights on Supply Chain products, services, and initiatives
- Accessible by browser and app
- Access to online peer community for collaboration and advice

Service Features

- Assigned Service Delivery Team
- Supply Chain Research and related content
- Peer Community Contributed Content
- Facilitated Peer Networking and Events
- Individual Analyst Inquiry
- Leaders Forum Invitation
- Supply Chain Conference Ticket
- AskGartner AI tool, providing tailored actionable Gartner insights on demand

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

- Assigned Service Delivery Team — A Program Director and a client service manager will serve as the Licensed User's primary points of contact for this Service. The Program Director manages the Client's overall satisfaction with the Service and coordinates interactions with peers and Gartner research experts to drive meaningful insights into the most critical executive priorities. The service professional helps the Licensed User leverage the most relevant Gartner resources
- Supply Chain Research — Foundational research, best practices, maturity models and toolkits help supply chain leaders run a demand-driven organisations. Includes vertical- specific supply chain content across the following industries: retail,

consumer products, high-tech, chemical, industrial equipment and components, healthcare providers, and life sciences. Research technology areas covered include ERP, BI, CRM, and Supply Chain Management. In addition, supply chain leaders have access to the relevant Gartner IT Industry content published to the IAS Manufacturing and IAS Retail services

- Peer Community Contributed Content — Access to a library of peer contributed videos, webinars and case studies to learn from real life best practices
- 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
- Facilitated Networking — Service Delivery Team will, upon request, arrange meetings with peers around a specific topic to discuss best practices or areas of expertise
- Recurring Networking — Periodic virtual networking events focusing on topics selected by the community
- Individual Inquiry — Participation in inquiry calls is limited to the Licensed User(s) and the expert only (i.e., non-Users, either inside or outside the client company, may not attend or otherwise participate on the call). 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 non-members from within client company in inquiry sessions
- Leader's Forum Invitation — One complimentary, nontransferable invitation to participate in the Leaders Forum annual meeting
- Supply Chain Conference Ticket — Admission for one attendee to attend a Supply Chain Executive Conference
- AskGartner — AskGartner is 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

- The product is available for qualifying clients, by invitation only.
- The Gartner Supply Chain Conference Ticket is a numbered identifier (e.g., 424562) that entitles Licensed User to register for one (1) conference as specified in the Ticket Letter emailed to Client. Tickets are valid for 12 (twelve) months from date of issue, per the expiration date on the Ticket Letter. Tickets provided as part of a Gartner research offering are valid only for Gartner conferences during the contract term of that service. One (1) Ticket is issued per contract term of 12 (twelve) months – a shorter contract term does not entitle Client to a Ticket. Tickets are transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) individual and may not be used for admission to any conference other than a Supply Chain Conference
- 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.