

A Gartner G-Cloud 15 Service Definition for Cloud Consulting: Software as a Service (SaaS) Contract and Commercial Optimisation — Optimising Cloud Licensing

2026

Gartner G-Cloud 15 Service Definition

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Gartner

Service Summary

Gartner will review vendor SaaS proposals to establish whether the contract structure, licensing bill-of-materials, and commercial prices reflect best practices and an optimal position. Gartner will provide discrete, independent and objective advice to support clients in negotiating improvements to achieve the best current market conditions for comparable types of investment.

Service Description

Organisations are increasingly migrating to subscription-based SaaS for software licensing. Owing to the complexities of ever-changing licence models and a lack of transparency in vendor pricing there are significant risks of making short and long-term commitments that may result in excessive and/or unnecessary spend.

Gartner will review the vendor proposal, on behalf of the client to identify issues and risks. Gartner will support the client in negotiating improvements to the price and terms offered, thereby achieving the most favourable result and mitigating the risks. This will enable the client to:

- Ensure appropriate commercial due diligence has been performed on complex long-term commitments
- Ensure full transparency has been provided by the vendor
- Obtain most favourable pricing beyond Best and Final Offer (BAFO)
- Optimise proposed product Bill of Materials (BOM)
- Optimised terms and conditions based on current market trends
- Take advantage of current market terms and conditions
- Avoid downstream risks of unexpected escalating costs

Service Benefits

- Assurance that the client receives market-competitive SaaS terms
- Assurance that downstream commercial risks are identified and mitigated
- Assurance that full transparency exists on the product BOM
- Ensure relationships with vendors are built on sound foundations
- Accelerates delivery of actionable insights through proven analytical capabilities
- AI-powered analysis that augments Gartner's Insights and SME delivery experience

Service Features

- Detailed analysis and assessment of vendor SaaS proposal
- Identification of less than fully optimised pricing
- Identification of commercial and contractual risks
- Identification of BOM contradictions/issues
- Development of a negotiation strategy to address issues identified
- Contract negotiation support, including negotiating tactics
- Drafting of communications with the vendor

- Coaching of the negotiation team
- Commercial review of final vendor contracts

Full List of Service Features

- Detailed analysis and assessment of vendor SaaS proposal
- Identification of non-market competitive pricing
- Identification of commercial and contractual risks
- Identification of BOM contradictions/issues
- Development of negotiation strategy to address issues identified
- Contract negotiation support, including negotiating tactics
- Drafting of communications with the vendor
- Coaching of the negotiation team
- Commercial review of final vendor contracts

Project Schedule

The project schedule is anticipated to be completed within 12 weeks.