

A Gartner G-Cloud 15 Service Definition for Cloud Consulting: Cloud Sourcing — Vendor Ecosystem Design

2026

Gartner G-Cloud 15 Service Definition

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Gartner

Service Summary

Gartner will utilise our proven vendor ecosystem methodology and toolkits to independently and objectively develop the client's cloud vendor ecosystem. Gartner will design the client's cloud vendor ecosystem to align with the client's business drivers, vendor landscape, digital ambition and best practice approaches while evaluating client-specific risks and complexities.

Service Description

This service is designed for organisations that are seeking to optimise how their cloud, digital and traditional vendors deliver enhanced value to the organisation through collaboration, behaviours and performance measures.

Gartner will utilise its best practice vendor ecosystem design methodology and will work closely with the client to define its operating model through eight dimensions:

- Establishing the vendor ecosystem objectives aligned with the client's organisational strategies
- Define behavioural principles specifying acceptable behaviour between the vendors and the client
- Classification of the vendors in the ecosystem against defined segmentation characteristics
- Definition of ecosystem roles, responsibilities, and governance
- Develop management and control processes that support the operation of the ecosystem
- Analyse the contract portfolio and optimise its design
- Establish the ecosystem and collaboration performance management framework, incentives and rewards

Service Benefits

- Independent and objective development of a client's vendor ecosystem
- Reinforces executive-level confidence in the vendor ecosystem
- Considers the critical dimensions for best practice vendor management
- Establishes criteria for effective multi-vendor management
- Reinforces the Authority role as the Intelligent Client
- Identifies key risk management actions associated with the preferred design
- Integrates with benchmark products
- Accelerates delivery of actionable insights through proven analytical capabilities
- AI-powered analysis that augments Gartner's Insights and SME delivery experience

Service Features

- Vendor portfolio analysis and optimisation identification
- Consistent vendor management principles for future contracts
- Vendor collaboration and integrated performance management

- Supporting analysis and other relevant work products
- Evaluates the key components of the client's vendor portfolio
- Provides prioritised recommendations for vendor optimisation
- Final presentation to executive stakeholders

Full List of Service Features

- Vendor ecosystem principles and objectives that establish the mandate and value for the ecosystem
- Vendor segmentation, based on clear principles, with defined ways of working for each segment
- Vendor ecosystem governance and collaboration forums to reinforce co-creation by vendors, and removal of contract silos
- Design of vendor performance framework to provide integrated performance management and incentivisation across the ecosystem
- Supporting analysis and other relevant work products
- Final presentation to executive stakeholders

Project Approach

- Week 1-2: Project initiation and vendor ecosystem objectives
 - Agree on a detailed plan for the coming weeks, including interactions with key stakeholders
 - Understand and validate the current situation, plus the overall proposed approach to implement a specific cloud service
 - Strategy alignment with vendor ecosystem objectives
 - Finalise the objective for the organisation
- Week 2: Behaviour principles
 - Document existing behaviours
 - Identify pain points
 - Define behaviour principles
- Week 2-4: Vendor classification
 - Define vendor classification criteria
 - Define the level of vendor management
 - Reassess IT vendor categorisation
- Week 5-6: Define roles and competencies
 - Establish vendor management roles
 - Standardise vendor management operations
 - Conduct resource assessment and training
- Week 7-8: Define governance
 - Evaluate existing vendor governance
 - Develop collaborative vendor governance

- Design vendor governance aligned with vendor segmentation.
- Week 8-12: Define processes
 - Conduct process identification and maturity assessment
 - Identify process gaps and plan for the future state
 - Execute recommended process improvement
- Week 12-16: Contract inventory and optimisation
 - Current contract portfolio review
 - Contract portfolio evaluation and optimisation
 - Develop a contract roadmap
- Week 16-19: Incentivisation and rewards
 - Review existing incentivisation and performance frameworks
 - Design the future state performance framework
 - Identify contract changes required to implement the framework
- Week 20: Conclusion and Close Out
 - Final Reports
 - Executive Briefing

Project Schedule

Gartner anticipates completion of this engagement within 20 weeks.