

# **A Gartner G-Cloud 15 Service Definition for Cloud Consulting: Cloud Sourcing — Negotiation Strategy and Planning**

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Gartner G-Cloud 15 Service Definition

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**Gartner**

## Service Summary

Gartner will utilise its proven negotiation strategy and planning methodology with associated toolkits to independently and objectively prepare clients to compliantly negotiate a deal — on-site and alongside your team. Gartner enables the continued alignment of the deal to the client's business drivers, highlighting best practices and potential risks.

## Service Description

This service is designed for organisations that have a procurement process inflight and have shortlisted bidders for the delivery of services and require the development of a negotiation strategy and a coherent execution plan which sets out the sequence of discussions and identifies and prioritises 'trade-offs' and 'red lines'.

Gartner will independently and objectively support the client's planned steps necessary to achieve the desired cloud service by:

- Developing the negotiation strategy and plan that best meets client needs
- Identifying the key negotiation points and articulating the client's position
- Undertaking a risk assessment of the key negotiation areas
- Coach and prepare the client team for leading the negotiations
- Utilise benchmark data to assess the provider costs versus fair market price
- Dynamically provide 'reach back' support during negotiations
- Review/update contract documentation to reflect planning and negotiation outcomes

## Service Benefits

- Independent support throughout the client's negotiation strategy/plan development
- Planning, negotiation and assurance against Gartner's independent best practice
- Reinforces executive-level confidence in cloud-sourcing deals
- Identify and mitigate risks to the organisation through negotiation
- Provides prioritised recommendations for negotiation
- Integrates with benchmark products
- Achieves cloud service contracts optimised for price and service delivery
- Accelerates delivery of actionable insights through proven analytical capabilities
- AI-powered analysis that augments Gartner's Insights and SME delivery experience

## Service Features

- Establish a definition of success/outcomes
- Review vendor(s) response and identify risk areas
- Build a negotiation approach and plan with client staff
- Establish key redline items, trade-offs and what-if scenarios
- Source relevant benchmark data for comparisons
- Coach and prepare client team pre-negotiation
- Provide dynamic 'reach back' support during the negotiation

- Prepare recommendations and final observations report
- Provide advice on sustained cost saving and service performance
- Deal arbitration

## Full List of Service Features

- A negotiation strategy and planning report that documents the planning and negotiation approach, roles, responsibilities and negotiable options
- Revised contract documentation reflecting agreed terms from the planning and negotiations
- Participation in the planning and negotiations
- Final presentation to executive stakeholders

## Project Approach

- Week 0: Project initiation:
  - Agree on a detailed plan for the coming weeks, including interactions with key stakeholders
  - Review contextual documentation
- Weeks 1 — 2: Draft negotiation strategy and associated plan:
  - Conduct interviews with key stakeholders (up to 10)
  - Identify planning and negotiation key points, draft options, and planning and negotiation sequencing
  - Workshop negotiation strategy with the client team
- Weeks 5 — 8: Conduct negotiations:
  - Participate in client planning and with 'reach back' support to negotiations
  - Update contract documentation
- Week 9/10: Finalisation:
  - Finalise contract documentation
  - Recommend next steps and actions

## Project Schedule

Gartner anticipates completion of this engagement within 10 weeks — this is indicative. The project schedule, team composition, and multiple units of this service offering will be agreed upon against the overall plan.