

A Gartner G-Cloud 15 Service Definition for Cloud Consulting: Digital Leadership — Digital Workplace & Employee Experience Strategy

2026

Gartner G-Cloud 15 Service Definition

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Service Summary

Gartner will work with you to define a Digital Workplace and Employee Experience strategy, incorporating end-user needs and personas to exploit cloud and digital transformation. We will help you ensure Digital Inclusion for all users and citizens, driving efficiency, reducing costs and enabling modern ways of working.

Service Description

Gartner will provide an independent and comprehensive assessment and roadmap, providing a clear view of incorporating Digital Workplace & End User Compute (EUC) trends, end-user wants/needs and personas into the organisation, with an emphasis on Digital Inclusion to support diverse workforce requirements and meet specific business objectives.

Gartner's Digital Workplace and EUC vision and roadmap includes desktop, mobile device, laptop and outsourced managed workplace services, devices and platforms. With smart planning, organisations can manage Digital Workplace and EUC solutions to increase efficiency, drive business and cut costs.

The development of a Digital Workplace and EUC vision and roadmap may include:

- Assessment of current state digital workplace capabilities against best practice
- Review of employee experience
- Exploration of how services may harness cloud and digital transformation
- Enterprise desktop management and security
- Ways of working transformation
- Organisational and management implications of EUC
- Digital Workplace and EUC services cost control, management and sourcing
- Assessment of accessibility and inclusivity measures to ensure Digital Inclusion across all user groups

Service Benefits

- Supports cloud and digital transformation
- Capitalises on emerging technology trends for workplace innovation
- Delivers strategy for achieving mobile business benefits
- Defines workforce access to digital services
- Promotes Digital Inclusion for equitable access
- Accelerates speed-to-market and organisational agility
- Provides independent and objective assurance
- Leverages Gartner research and proven methodologies
- Positions tools, personnel and governance effectively
- Enables transition to cloud services and identified benefits

Service Features

- Development of Digital Workplace and EUC vision
- Assessment of current state against best practice

- Identification of technology requirements and security needs
- Review of employee experience and inclusivity measures
- Roadmap of actionable and prioritised recommendations
- High-level cost model for provisioning strategies
- Weekly status reporting and stakeholder engagement
- Final presentation to executive stakeholders
- Accelerates delivery of actionable insights through proven analytical capabilities
- AI-powered analysis that augments Gartner's Insights and SME delivery experience

Full List of Service Features

- Digital Workplace and EUC vision aligned with organisational objectives.
- Capability assessment against best practice and employee experience and inclusivity measures review.
- Technology requirements, including devices, platforms, applications and security, and outline governance and capability needs.
- A high-level cost model supports provisioning strategies.
- A roadmap providing actionable recommendations for architecture, service management and sourcing.
- Weekly updates and an executive presentation of findings and strategy.
- Market insights and proven methodologies to deliver a comprehensive, future-ready Digital Workplace plan.

Project Approach

- Week 0: Project initiation:
 - Project kick-off meeting and stakeholder mapping
 - Collate relevant market trends, challenges and opportunities
- Week 1 to 3: EUC vision and end-user needs assessment:
 - Conduct stakeholder interviews to identify business objectives and end-user needs
 - Synthesise the client's Digital Workplace ambitions and define the vision
- Week 4 to 5: Architectural service model:
 - Identify the device, platforms, applications, and security requirements for each user group and the organisation overall
- Week 6 to 8: Capabilities, governance and costing:
 - Define the required internal capabilities and governance requirements to deliver the strategy
 - Develop a high-level cost assessment of the chosen strategy
- Week 8 to 10: Compile final strategy, roadmap and business case:
 - Compilation of the final Digital Workplace and EUC fitness for purpose document
 - Identification of key initiatives to be launched by the client to adopt the strategy

- Develop a Digital Workplace roadmap, risks and growth path for the next three years with a focus on the first six months

Project Schedule

Gartner anticipates completion of this engagement within 10 weeks.