

A Gartner G-Cloud 15 Service Definition for Cloud Consulting: Cloud Benchmark — Cloud-Based Supplier Labour Effort Day Rates

2026

Gartner G-Cloud 15 Service Definition

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Gartner

Service Summary

Gartner will provide the client with a full and comprehensive assessment of their existing cloud supplier's rate card versus peer contract pricing. Our assessment will cover the delivered scope, scale, length, and value of the contract in order to demonstrate the value for money the client is receiving.

Service Description

Gartner will independently assess the price competitiveness of the client's existing cloud-based outsourced supplier day rates, ensuring client senior executives have an accurate picture of how charges compare by:

- Gaining a detailed understanding of the services that have been/will be contracted: scope, scale, complexity and commercial specifics such as length and value of contract
- Selecting "best fit" comparators from our database of day rates from the market
- Adjusting (normalising) these comparators to reflect the specifics of the contract that is being benchmarked
- Producing a management report that clearly details how charges compare against the market

Service Benefits

- Provide an independent and objective assessment of supplier rates
- Utilises best practice framework with 30,000+ benchmark data points
- Enables the client to understand market rates for resources
- Supports client negotiation with suppliers
- Assessment against all levels of seniority, technical-specialism and expertise
- Rate card assurance
- Accelerates delivery of actionable insights through proven analytical capabilities
- AI-powered analysis that augments Gartner's Insights and SME delivery experience

Service Features

- Rate card benchmark report
- Price comparison by rate type, role, skill, location, onshore/offshore
- Workshop evaluating supplier roles and analysing documentation
- Mapping cloud supplier roles to the Gartner role/skill database
- Analysis of market positioning and evaluation of market range
- Analysis of available pricing models and mechanisms
- Electronic copies of supporting research, frameworks and work products
- Final presentation to executive stakeholders
- Can be aligned to SFIA grades, skills, security rating/roles

Full List of Service Features

- **Project Plan: Following Project Initiation** — To cover roles and responsibilities, business stakeholders with an interest, client ICT and Gartner point of contact, and timescales for the review
- **Workshop 1: Evaluate Supplier Roles** — To assist the client with data collection, using contract schedules that detail service pricing for external day rate-based cloud supplier services. In addition, as applicable, any project-level documentation that pertains to this review to use as inputs
- **Map to Gartner Roles** — Cloud supplier roles mapped to Gartner database roles and skill levels to enable comparison. Agreed and signed off
- **Workshop 2: Present Results** — Following peer selection of rates from the Gartner database and normalisation being applied to each of the day rates, the initial results are presented
- **Report 1** — Gartner analysis of market positioning. Includes evaluation of market range, analysis of any pricing model/mechanism made available
- **Report 2** — Based on feedback from the client organisation, Gartner will refine the report for an ICT or business audience

Project Approach

- **Project Initiation** — An on-site kick-off meeting will be held. The project plan will be issued following the meeting
- **Identification and Understanding of the Supplier Roles to be Evaluated** — Mapping of the supplier roles to the standard Gartner roles and establishment of a role-grade
- **Peer Selection** — Gartner will select “best fit” comparator roles and skill levels from our database
- **Peer Normalisation** — Gartner will adjust (normalise) comparator rates to reflect the specifics of the contract that is being benchmarked
- **Analysis and Results** — Gartner will produce Report 1 and, following any feedback, Report 2. This report will clearly detail how charges compare against peer contracts

Project Schedule

Through the use of workshops and off-site work to achieve a benchmark comparison, with conclusions and recommendations, within 6 weeks.

Assumptions

The deliverables, schedule and pricing are based on the following assumptions:

- Due diligence (as-is) data is reasonably available via interviews/documentation review
- The client will provide timely access to all appropriate personnel to be interviewed. These personnel will provide data necessary to complete this project, answer questions, provide existing documentation and attend working sessions
- Project pricing is based on the assumption that Gartner will conduct up to ten interviews and three workshops over a period of 20 days and that the client will arrange all sessions with the client personnel

- All data collection and interviews/workshops will take place via telephone or in person at either client or Gartner and/or as agreed to at the project kick-off
- Our proposal / Statement of Work (SoW) will assume a specific start date. If the actual project start date is different, proposed individuals may not be available. In this event, we will work with the client to identify alternative personnel with appropriate skills and background
- Where it is indicated in this document, that a proposed project team member is a subcontractor to Gartner, the client agrees to the inclusion of that individual so long as the subcontractor is suitably qualified to provide the services. If such inclusion is not reasonably acceptable to the client, Gartner will be informed at the earliest opportunity and requested to find an alternative team member
- Client will designate a project manager to act as the primary point of contact for this project. Client's project manager will be expected to work closely with the Gartner employees as needed and will: (a) approve project priorities, detailed task plans and schedules; (b) facilitate the scheduling of Gartner interviews with appropriate client personnel; (c) notify Gartner in writing of any project or performance issues; and (d) assist in resolving project issues that may arise
- The work effort described in this document assumes the client personnel are available to assist in the manner defined in this document. If the client personnel are not available, a change of scope may be necessary
- The client will review and approve documents within five business days. If no formal approval or rejection is received within that time, the deliverable is considered accepted
- The client will schedule resources for project activities and provide meeting facilities the client personnel will be available per the final project schedule
- Except for meetings/workshops, Gartner services will be performed at Gartner locations
- Office space, telephones, printing/copying and access to the open internet will be available on a reasonable basis to Gartner at the client locations for project time
- Any requests for additional information or resource (beyond the details described in the tasks above) that are made by the client will be considered a change in scope for this engagement and will be handled accordingly (see Changes to Scope)
- All deliverables will be developed using Microsoft products (e.g., Word, PowerPoint)

Changes to Scope

The scope of this project is defined by this document. All the client requests for changes to the Statement of Work (SOW) must be in writing and must set forth with specificity the requested changes. As soon as practicable, Gartner shall advise the client of the cost and schedule implications of the requested changes and any other necessary details to allow both parties to make an informed decision as to whether they will proceed with the requested changes. The parties shall agree in writing upon any requested changes prior to Gartner commencing work.

As used herein, "changes" are defined as work activities or work products not originally planned for or specifically defined by this SOW. By way of example and not limitation, changes may include the following:

- Any activities not specifically set forth in the SOW
- Providing or developing any deliverables not specifically set forth in the SOW

- Any change in the respective responsibilities of Gartner and the client, including any reallocation or any changes in engagement or project manager staffing
- Any rework of completed activities or accepted deliverables
- Any investigative work to determine the cost or impact of changes requested by the client
- Any additional work caused by a change in the assumptions set forth in the SOW
- Any delays in deliverables caused by modification of acceptance criteria in the SOW
- Any changes requiring changes to Business and Technology Insight Analysts' time or resource