

A G-Cloud 15 Service Definition for Gartner for Chief Supply Chain Officers – Individual Access (CSCO)

Gartner G-Cloud 15 Service Definition

2026

Service Description

Gartner for Chief Supply Chain Officers is a membership-based program for the most senior supply chain leaders that combines pragmatic Gartner research with the real-world experience of peers, delivered through a personalised service model that tailors advice to the member's key initiatives to improve business performance and leadership.

Service Benefits

- Service Delivery Team led by Executive Partner
- Member value plans, customised and reviewed throughout service
- Member can hold unlimited Analyst Inquiries
- Targeted content based on role, preferences, and key initiatives
- Virtual Strategy Meetings
- Network with other Supply Chain professionals via Online Peer Platform
- Gain objective insights on Supply Chain products, services, and initiatives
- Accessible by browser and app
- Access to online peer community for collaboration and advice

Service Features

- Assigned Service Delivery Team
- Strategy Meetings
- Supply Chain Leaders Research and Related Content
- Peer Community Contributed Content
- Individual Analyst Inquiry
- Peer Networking
- Special Interest Groups
- Supply Chain Conference Ticket
- AskGartner AI tool, providing tailored actionable Gartner insights on demand

Invoicing

- The service is provided to one licensed user for a period of twelve months
- All invoices are payable net 30 days from date of invoice

Full List of Service Features

- Assigned Service Delivery Team — An Executive Partner and a client success manager will serve as Licensed User's primary points of contact for this Service. The

Delivery Team will work with the Licensed User to develop a Member Value Plan (the “plan”), to highlight value sought; identify key issues on which service delivery will focus; and define how the Service will deliver that value. The Delivery Team will, as necessary, select and synthesise Gartner Research in accordance with the plan

- Virtual Strategy Meetings — Up to two (2) times per year, Executive Partner will conduct virtual meetings with Client to (i) review and apply relevant research content, (ii) recommend appropriate experts on issues of importance to Client, and/or (iii) develop, discuss progress of and, where necessary, modify the advisory plan
- Member Value Plan — Customised service plan created in collaboration with the member at the beginning of the service and reviewed and revised periodically through the membership lifecycle. Elements include member expectations, value criteria, top issues, and action plan
- Supply Chain Leaders Research and Related Content — Foundational research, best practices, maturity models and toolkits help supply chain leaders run a demand-driven organizations. Includes vertical- specific supply chain content across the following industries: retail, consumer products, high-tech, chemical, industrial equipment and components, healthcare providers, and life sciences. Research technology areas covered include ERP, BI, CRM, and Supply Chain Management. In addition, supply chain leaders have access to the relevant Gartner IT Industry content published to the IAS Manufacturing and IAS Retail services.
- Peer Community Contributed Content — Unlimited access to peer contributed videos and case studies
- Individual Analyst Inquiry — Participation in inquiry calls is limited to the Licensed User(s) and the Research Expert (“expert”) only (i.e., non-Users, either inside or outside of the client company, may not attend or otherwise participate on the call)
- Peer Networking: Special Interest Groups — Topical Web conferences, open only to Licensed User and their extended teams on key issues related to peer-selected topics. Licensed Users share strategies and tactics, and experts provide insight and context. At the start of the webinar, Licensed Users are advised that the call is being recorded and may request that the call not be recorded.
- Peer Networking: Facilitated Networking — Licensed User may request discussions with peers around a specific topic or issue to exchange information about best practices or areas of expertise
- Peer Networking: Recurring Networking — Periodic virtual networking events focused on topics selected by the community
- One (1) Gartner Supply Chain Conference Ticket
- AskGartner — AskGartner is a generative AI-powered tool available on gartner.com. Sourced solely from proprietary Gartner data, it provides our unbiased perspective and expertise through AI-powered conversational interactions, replacing older keyword-based searching and providing a more holistic overview of Gartner insight on a given topic or question.

Additional Terms & Conditions

- The Gartner Supply Chain Conference Ticket is a numbered identifier (e.g., 424562) that entitles the Licensed User to register for one (1) Gartner Supply Chain Conference as specified in the Ticket Letter emailed to Client. Tickets are valid for 12

(twelve) months from the date of issue, per the expiration date on the Ticket Letter. Tickets provided as part of a Gartner Research offering are valid only for Gartner conferences during the contract term of that Research offering. Tickets are transferable within the client company but may not be transferred to another company. A single Ticket may not be used by more than one (1) client employee and may not be used for admission to any other Gartner conference

- Use of the Service is governed by the Gartner Usage Policy and the Gartner Copyright and Quote Policy, which are accessible on the Policies section of gartner.com.