

A G-Cloud 15 Service Definition for Gartner for Chief Supply Chain Officers Leadership Team — Team Leader (CSCOTL)

Gartner G-Cloud 15 Service Definition

2026

Service Description

Chief Supply Chain Officers Leadership Team: Team Leader provides senior supply chain executives with indispensable insights and an ongoing advisory relationship to drive supply chain initiatives and strategies.

Service Benefits

- A personalised service delivery model led by an Executive Partner
- Client Success Manager to facilitate Inquiry and research requests
- Team Members can join the Leader in Team Inquiry
- Targeted content based on role, preferences, and key initiatives
- Gain objective insights on Supply Chain products, services, and initiatives
- Digital executive and team guidance, insights and skills transfer
- Accessible by browser and app
- Digital executive and team guidance, insights and skills transfer

Service Features

- Assigned Service Delivery Team and Member Value Plan
- Virtual Strategy Meetings
- Supply Chain Research
- Peer Community Contributed Content
- Tools and Templates
- Facilitated Peer Networking and Events
- Individual Inquiry and Team Inquiry
- Supply Chain Conference Ticket
- Webinars
- 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 — Assigned CSCO delivery team lead by an executive partner (often a former CSCO or equivalent) who maintains the CSCO relationship through the delivery of program services and implementation of service

delivery plan. Team also includes a Team Client Manager who is assigned to the member and enhances the member's experience through facilitating inquiry and responding to specific request for Gartner research and insight.

- **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 life cycle. Elements include Member expectations, value criteria, up to three Key Initiatives and action plan
- **Strategy Meetings** — Biannual meetings with assigned executive partner who will act as a sounding board, assist in validating or formulating decisions, and identify innovative alternatives through strategic advice. Meetings could include reviewing current initiatives, calibrating the member's Value Delivery Plan and gaining insights into the member's issues and needs to further refine and improve value delivery. Research advisors could participate in strategy meetings based on topical areas being discussed and schedule availability
- **Supply Chain Research** — Foundational research, best practices, maturity models and toolkits help supply chain leaders run a demand-driven organisation. 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** — Access to a library of peer contributed videos, webinars and case studies to learn from real life best practices
- **Tools and Templates**
- **Facilitated Peer Networking and Events:**
- **Member Forum Meetings** — Member-only meetings held twice per year for one and one-half days focused around member-selected topics. Forum meetings provide a venue for networking and peer exchange and feature member presentations on working solutions and facilitated workshops with Gartner research experts
- **Facilitated Peer Networking Calls** — "As needed" interactions among Members, facilitated by a service delivery associate
- **Gartner Peer Community** — Access an exclusive, trusted community of IT and business professionals who share unbiased references and opinions on technology products and vendors to help avoid pitfalls and leverage one another's experiences with strategic IT initiatives
- **Individual Inquiry** — Unlimited, 50-minute sessions with Gartner research advisors to ask questions based on published research or request reviews of business-related documents. Participation is limited to the research advisor and the Partner, Delegate or Advisor Team Members. Partners, Delegates or Advisor Team Members may participate in each other's inquiry sessions
- **Team Inquiry** — Includes 50-minute sessions with Gartner research advisors to ask questions based on published research or request reviews of business-related documents. Team Members may lead the discussion or pose questions to the research advisor on their behalf or on the behalf of the team, provided the sessions are scheduled and attended by the Leader to advance the Team Leader's agenda

- Supply Chain Conference Ticket — Admission for one attendee to attend a Supply Chain Executive Conference
- 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

- One (1) Leader plus a minimum of three (3) and a maximum of ten (10) additional members are required for this product option. One (1) Advisor Team Member must be included for every Partner Team Member
- Participation in inquiry calls is limited to the Licensed User(s) and the research advisory only (i.e., non-Users, either inside or outside of the Client company, may not attend or otherwise participate on the call). The Team Leader is entitled to two types of inquiry: (i) inquiry sessions with a research advisory (“Individual Inquiry”), which may be scheduled and attended independent of other team members; and (ii) inquiry sessions with a research advisor and the Leadership Team (“Team Inquiry”). For Team Inquiry sessions: (i) the Team Leader must schedule and attend the sessions, and (ii) Team Members may lead the discussion or pose questions to the research advisor on behalf of the team, provided all such questions and discussions advance the Team Leader’s agenda
- 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 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 service. 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.