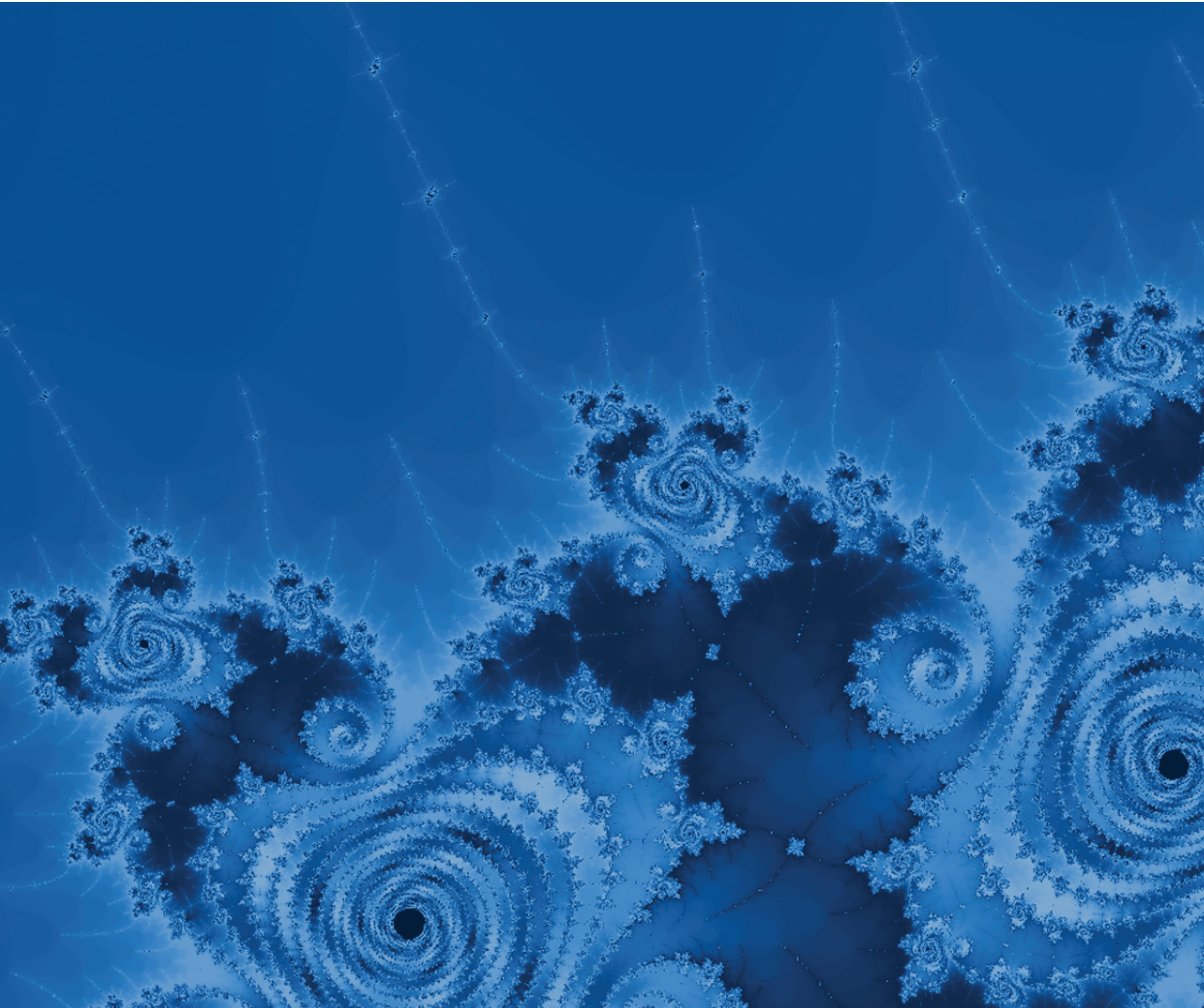


GARTNER BENCHMARKING SOLUTIONS

# Is Your IT Spend Delivering the Business Outcomes You Expect?



**Gartner**

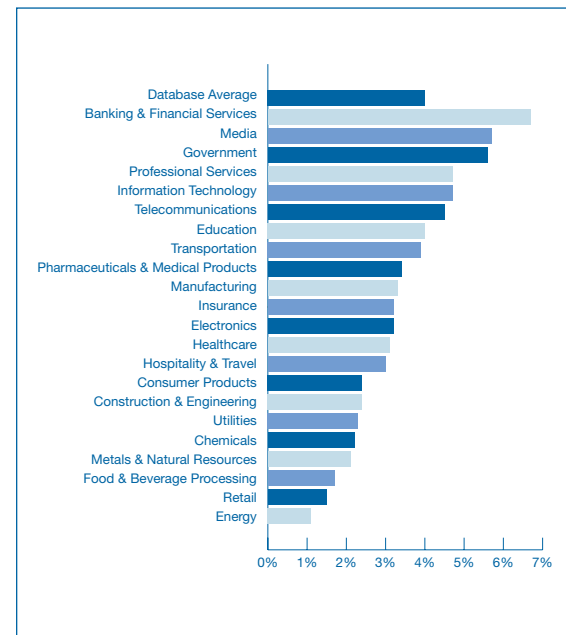
Includes IT Key Metrics Data  
online report access

“Temperature check”

Highly customized

“Diagnosis from the specialist”

GARTNER FOR IT LEADERS RESEARCH



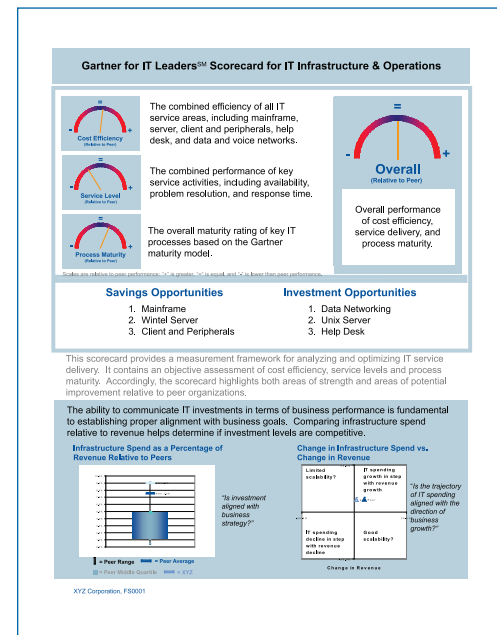
IT spend as a percentage of revenue is a common measure of IT's role in the business, and a measure to assess the comparative level of spending with industry peers.

Gartner for IT Leaders role-based research programs now incorporate relevant IT Key Metrics Data (ITKMD). ITKMD provides detailed IT spending and staffing metrics, furnishing IT managers with insight into industry trends to help them make more informed decisions. Spending and staffing metrics cover:

- Industry metrics across 22 industries
- Infrastructure including mainframe, Unix, Wintel, client and peripherals, help desk, voice and data network
- Applications
- Security
- Outsourcing

For more information about Gartner for IT Leaders research including IT Key Metrics Data, contact your account representative.

GARTNER FOR IT LEADERS SCORECARDS

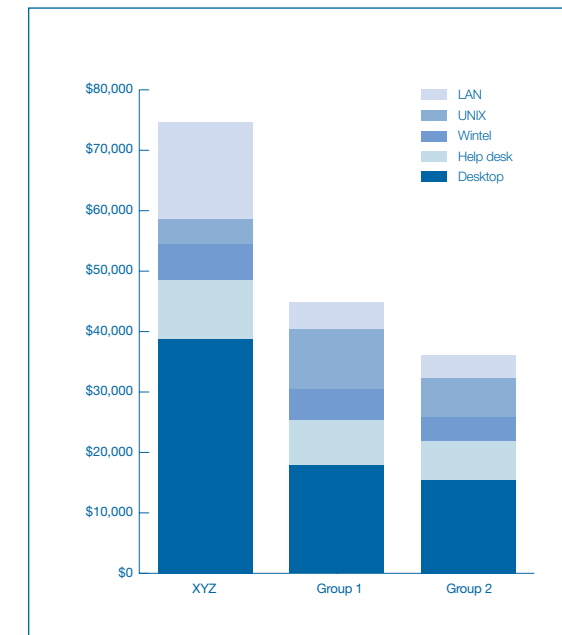


An IT leader can quickly see their infrastructure environment's overall cost-efficiency, service levels and process maturity as compared to peer organizations.

Gartner for IT Leaders Scorecards are role- and topic-specific scorecards that provide an external assessment of costs, service levels and process maturity.

- Baseline IT performance against comparable organizations to identify performance gaps in cost and service delivery efficiencies.
- Compare your performance with that of similar organizations to identify areas for potential improvement.

GARTNER IT EXECUTIVE BENCHMARKS

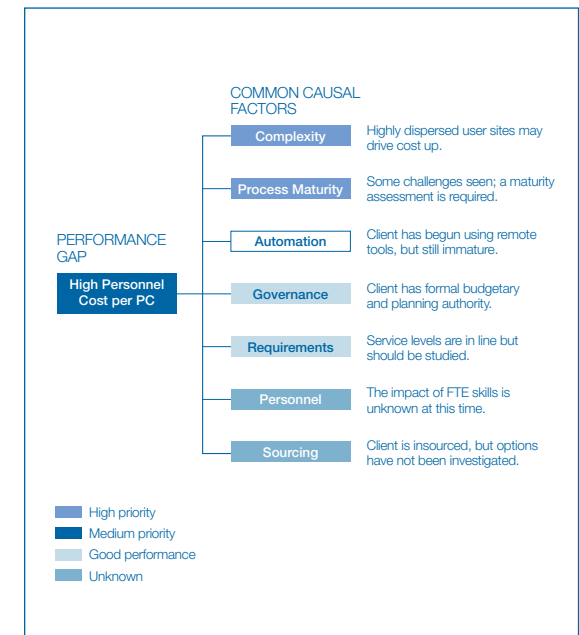


In this benchmark, an IT executive quickly sees that the organization is spending twice that of peer organizations to support the data center, desktop and help desk.

Gartner IT Executive Benchmarks are designed to support senior IT leaders during critical events such as a performance review, strategic planning session or the annual budgeting cycle.

- Use on-site Gartner measurement experts in collaboration with your project team to collect and analyze data, then formulate achievable next steps.
- Get detailed analysis and executive summary reports including recommendations and implementation time frames.

GARTNER IT CUSTOM BENCHMARKS



In this custom benchmark, an IT leader sees a prioritized list of the causal factors that are contributing to the high personnel costs of PC support.

Gartner IT Custom Benchmarks are individually configured to support key initiatives such as restructuring and consolidations, global software deployments and outsourcing contract evaluations.

- Support transformation activities with detailed analysis for strategic decision support.
- Apply standard measurement components and deep experience when implementing performance management systems across a wide variety of public or private sector organizations.
- Benefit from our industry-leading outsourcing benchmark capabilities involving all major service providers.

Gartner Benchmarking Solutions go far beyond comparative cost analysis. We help you:

- Optimize service performance and cost-efficiencies within your budget guidelines
- Align IT spending in support of business value
- Quantify, measure and communicate IT performance aligned with business priorities and stakeholder value

## FREQUENTLY ASKED QUESTIONS

### What is a benchmark?

A Gartner benchmark compares the costs and resources of performing a given scope of IT activities, with a peer group comprising similar organizations.

### How can Gartner help?

We deliver an unbiased comparison of your performance relative to the peer average or those considered best in class. You get insight into how your competitors are investing in IT to achieve similar business results.

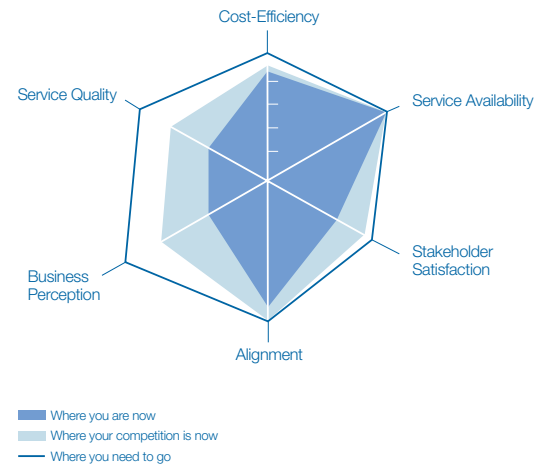
### Why choose Gartner?

Gartner maintains the most comprehensive IT performance database in the industry, containing more than 17,000 metrics. Because we're independent, we have no vested interest in the decisions you make other than to see you achieve the business outcomes you desire.

### How do I learn more about Gartner Benchmarking Solutions?

- Contact your account executive.
- Call us directly:
  - +1 203 316 3000 (North America)
  - +44 1784 267 000 (Europe)
- E-mail [benchmarkinginfo@gartner.com](mailto:benchmarkinginfo@gartner.com)

## GARTNER BENCHMARKING CAPABILITIES



**A portfolio of benchmarking solutions** helps you understand how you're performing relative to your peers, and the alignment of your IT spending with desired business outcomes.