City of Aurora

Mike Pegues, CIO

Oct 7th, 2021

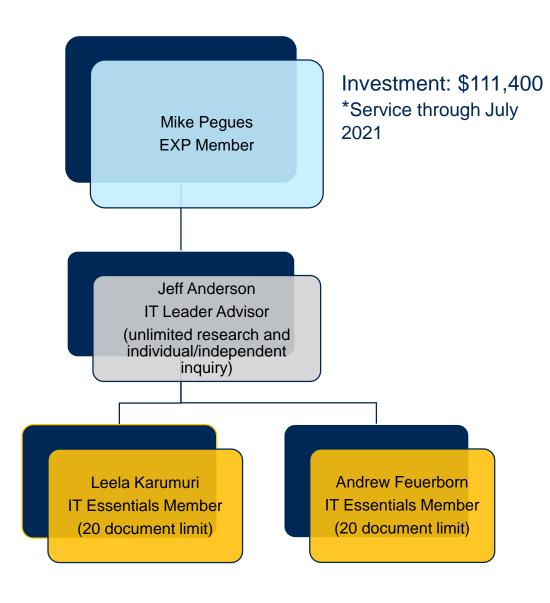




Proposed Solution for the City of Aurora

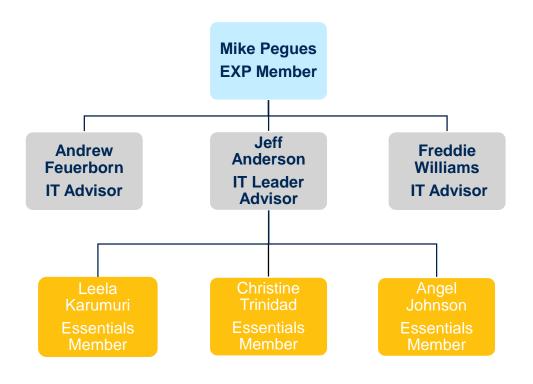


Previous Gartner Support Model



| Team Member | Gartner Deliverables |
|--|---|
| EXP Member Basic | Dedicated Service Delivery Team – Client Manager and Executive Partner Gartner for CIO & IT Leaders Research Gartner Symposium ticket |
| IT Leader Advisor Unmetered Research and Individual Analyst Inquiries | Gartner for IT Leaders Research (includes Core IT Research and Role-Specific IT Research) Webinars Peer Networking IT Key Metrics Data Talking Technology Series Diagnostic Tools, Templates, and Case Studies Individual Inquiry and Team Inquiry Selected Vendor Reports Weekly Picks and News Analysis Summit Event Ticket Key Insights Document Share Event Highlights |
| Essentials Member Metered Research and Team Inquiry | Limited Core IT Research and Role-Specific IT Research Webinars Peer Networking IT Key Metrics Data Talking Technology Series Diagnostic Tools, Templates, and Case Studies Team Inquiry Selected Vendor Reports Weekly Picks and News Analysis Key Insights Document Share |

Gartner Support Going Forward



Investment: \$184,848**

*3 Year Deal (Multi-year commitment, locks in minimal annual uplift from up to 6% to ~2% YOY) **Net increased investment of \$73.5K from current renewal of services, by adding three additional licensed seat holders

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Gartner BuySmart™ Helps You Craft a Fair Deal

Reduce costs and avoid common pitfalls using the most recent insights on technology spend management, contracting practices, and long-term risk mitigation



Determine What You Really Need To Meet Business Outcomes:

Assess your strategic, financial and technical requirements



Pick the Right Provider:

Understand the market; evaluate and select the right partners



Align Deal Structures With Business Needs:

Pick the optimal delivery model, contracting vehicles and pricing models



Optimize Spend:

Avoid unnecessary charges, rightsize support & service levels, benchmark pricing (where available)



Reduce Complexity & Risks:

Review T&C's to protect against future cost increases, unanticipated costs and provide risk mitigation



11,000+
proposals reviewed
by our experts
annually





ncreasing Business Value Increasing Level of Effort

Gartner's IT Cost Optimization Framework

Four paths that can be taken individually or together for compounding effect

Significant IT Savings Potential (IT & Business Reductions)

Transform Business Models with Digital

 Implement process improvement, business restructuring and innovation

(3)

Optimize Business Savings with IT

 Implement cost-savings technologies in conjunction with the business

(2)

Cost Savings within IT

Identify opportunities to reduce internal IT costs

1

Modest Savings Potential (IT Cost Reduction)

IT Contract Management

Improve pricing and terms for your IT purchases

Change how the Government Delivers Outcomes Reimagine business service delivery with technology (e.g.,
improve customer experience, greater use of data & analytics,
new payment models)

 Improve Business Productivity – Move more internal and citizen-facing services on-line. Drive business productivity and lower headcount through automation.

Deliver IT Differently - Evaluate changes to service delivery across major domains looking for consolidation, streamlining or selective outsourcing opportunities. Rationalize IT footprint. Standardize products.

 Reduce Unit Cost - Identify opportunities to reduce spend within existing vendor contracts and service delivery model

