

FY 2026-2027 BUDGET QUESTION
Response to Request for Information

DEPARTMENT(S): Austin Technology Services;

CBQ NO.: 113

REQUESTED BY: (District 7) Mike Siegel

DATE REQUESTED: Friday, July 31, 2026 9:11 AM

DATE POSTED: Tuesday, August 11, 2026

REQUEST:

What would be the annual savings and impacts by department if the Gartner consulting contract was eliminated?

RESPONSE:

There is \$1.54 million budgeted in the FY 2027 Proposed Budget for the Gartner contract.

The table below outlines which departments have FY 2027 funds budgeted for this contract:

Department	FY 20t27 Proposed Budget for Gartner Consulting
Austin Energy	\$800,000
Austin Technology Services	\$642,000
Austin Water	\$100,000
Total	\$1,542,000

Austin Technology Services

Removing this support could significantly slow the Citywide Application Rationalization, project delivery currently underway, strategic planning and solution research, reduce access to expert guidance, limit benchmarking capabilities, and increase the risk of costly or misaligned technology decisions. The City would lose an important resource that ensures we implement modern, cost-effective, and well-governed technology solutions.

The City of Austin's core Gartner subscription provides essential research, benchmarking, and advisory services that directly support technology modernization, operational efficiency, and strategic decision-making for the City. The contract includes specialized research supporting Finance, Public Safety, Utilities, Health, Transportation and other mission-critical domains invested heavily in technology.

Gartner is an industry-leader in research and advisory support with in-depth guidance on technology modernization, system rationalization, change management, and solution evaluation. This helps teams make informed decisions grounded in proven practices and market intelligence.

Additionally, this contract provides expert guidance on enterprise license renewals, exposing hidden cost structures, negotiation levers, and favorable contract terms. Their frameworks for managing software audits reduce risk and protect the City during vendor engagements.

Gartner has also provided the City with custom engagements that assist with some of our largest enterprise technology platform implementations. Their assistance in evaluation based on City needs, and optimization for these critical platforms, has helped the City mitigate risk in the delivery of multiple platforms including Data Governance, Human Capital Management and is assisting in our Financial Management, Enterprise Case Management and Customer Relationship Management solution replacements.

Austin Energy

Austin Energy has \$400,000 budgeted in FY 2027 related to Gartner consulting for continued support in the Request for Proposal (RFP) and post-RFP process for the 3-1-1 Customer Relationship Management (CRM) system replacement & modernization. If the Gartner consulting contract was eliminated, the CRM Modernization RFP project may be significantly delayed.

Also, Austin Energy previously budgeted \$400,000 in FY 2027 for licenses to access Gartner services including insights for license holders, unlimited calls to IT analysts and support, access to technical research relevant to current and emerging technology, and IT contract reviews. Austin Energy has since determined that we no longer require these services after 9/30/2026. This cancellation is part of a broader review, initiated in January 2025, to assess the organization's need for this type of service.

Austin Water

Austin Water is not renewing its contract with Gartner and plans to redirect the associated funds toward other contractual needs, including a cybersecurity audit in FY 2027.