Investor Day 2019

Gartner®

Forward Looking Statement and Explanatory Note

Statements contained in this presentation regarding the growth and prospects of the business, the Company's projected 2019 financial results, long-term objectives and all other statements in this presentation other than recitation of historical facts are forward looking statements (as defined in the Private Securities Litigation Reform Act of 1995). Such forward looking statements involve known and unknown risks, uncertainties and other factors; consequently, actual results may differ materially from those expressed or implied thereby.

Factors that could cause actual results to differ materially include, but are not limited to, the ability to achieve and effectively manage growth, including the ability to integrate our acquisitions, and consummate and integrate future acquisitions; the ability to pay Gartner's debt obligations, the ability to maintain and expand Gartner's products and services; the ability to expand or retain Gartner's customer base; the ability to grow or sustain revenue from individual customers; the ability to attract and retain a professional staff of research analysts and consultants as well as experienced sales personnel upon whom Gartner is dependent; the ability to achieve continued customer renewals and achieve new contract value, backlog and deferred revenue growth in light of competitive pressures; the ability to carry out Gartner's strategic initiatives and manage associated costs; the ability to successfully compete with existing competitors and potential new competitors; the ability to enforce and protect our intellectual property rights; additional risks associated with international operations including foreign currency fluctuations; the impact of restructuring and other charges on Gartner's businesses and operations; general economic conditions; risks associated with the credit worthiness, budget cuts, and shutdown of governments and agencies; the impact of the U.S. Tax Cut and Jobs Act of 2017; and other risks listed from time to time in Gartner's reports filed with the Securities and Exchange Commission, including Gartner's most recent Annual Report on Form 10-K, Quarterly Reports on Form 10-Q and Current Reports on Form 8-K.

Non-GAAP financial measures such as Adj. Revenue, Adj. Contribution, Adj. Contribution Margin, and Adj. EBITDA, as included in this presentation, are supplemental measures that are not calculated in accordance with U.S. GAAP. Definitions of these measures and reconciliations to the most-directly comparable GAAP measures can be found in the 4Q 2018 earnings supplement posted on the Company's website at https://investor.gartner.com or the appendix.

In this presentation, we include "combined" numbers that, for periods prior to our acquisition of CEB (**unless expressly noted otherwise**), reflect numerical addition of the results of Gartner and CEB for each line item and do not include all the adjustments required with respect to the presentation of pro forma financial information under GAAP and the rules and regulations of the SEC. Accordingly, these "combined" numbers are non-GAAP, but are provided because Gartner believes they are useful in comparing performance of Gartner following the CEB acquisition with performance of Gartner and CEB independently prior to Gartner's acquisition of CEB. These combined numbers should be read together with the historical financial statements of Gartner and CEB included in their respective quarterly reports on Form 10-Q and annual reports on Form 10-K, and the pro forma financial statements included in Exhibit 99.1 to Gartner's Current Report on Form 8-K filed with the SEC on April 6, 2017 and footnote 2 to Gartner's Annual Report on Form 10-K for the year ended December 31, 2017.

The Company's SEC filings can be found on Gartner's website at investor.gartner.com and on the SEC's website at www.sec.gov. Forward looking statements included herein speak only as of February 14, 2019 and the Company disclaims any obligation to revise or update such statements to reflect events or circumstances after this date or to reflect the occurrence of unanticipated events or circumstances, except as required by applicable law or regulation.

Some totals may not add due to rounding.

Gartner®

Delivering Sustained Double-Digit Growth

Gene Hall
CEO

Gartner®

Gartner®

Detailed Overview of Our Business

Indispensable, Unrivaled Value Proposition

Vast Market Opportunity

Long-Term, Sustained, Double-Digit Growth

Gartner Executive Leadership Team

Mike Harris
Research & Advisory

Joe Beck
Global Technology Sales

Chris Thomas
Global Business Sales

Craig Safian
Chief Financial Officer

Ken Davis
Products & Services

Alwyn Dawkins
Conferences

Mike Diliberto
Chief Information Officer

Scott Hensel
Consulting

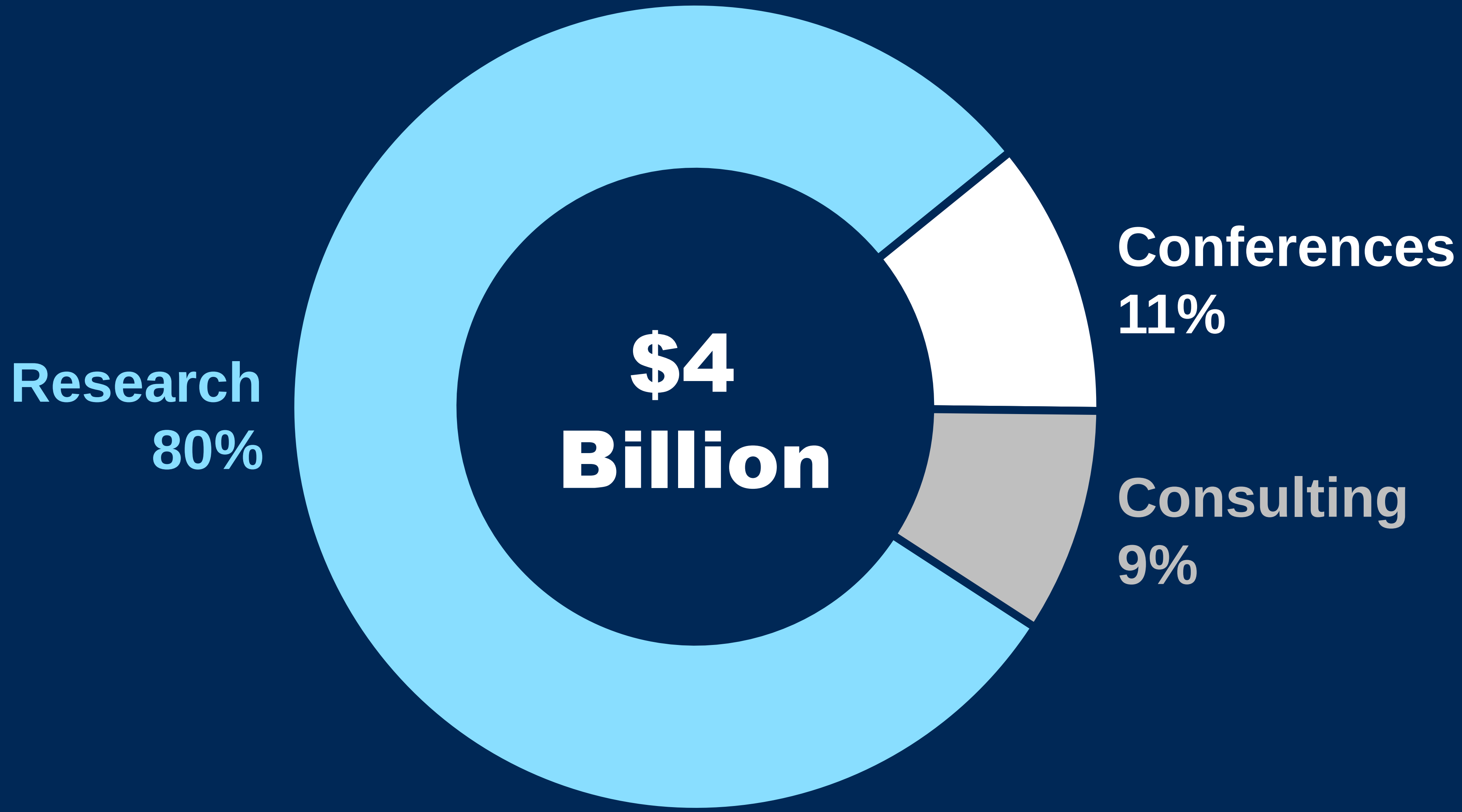
Jules Kaufman
General Counsel

Robin Kranich
Human Resources

David McVeigh
Marketing

Gartner®

Gartner Business Segments



Note: 2018 Adjusted Revenue excluding divested operations.

Gartner®

Gartner Global Impact

15,600 Client Enterprises

100 Countries

$4B Revenues

15,000 Associates

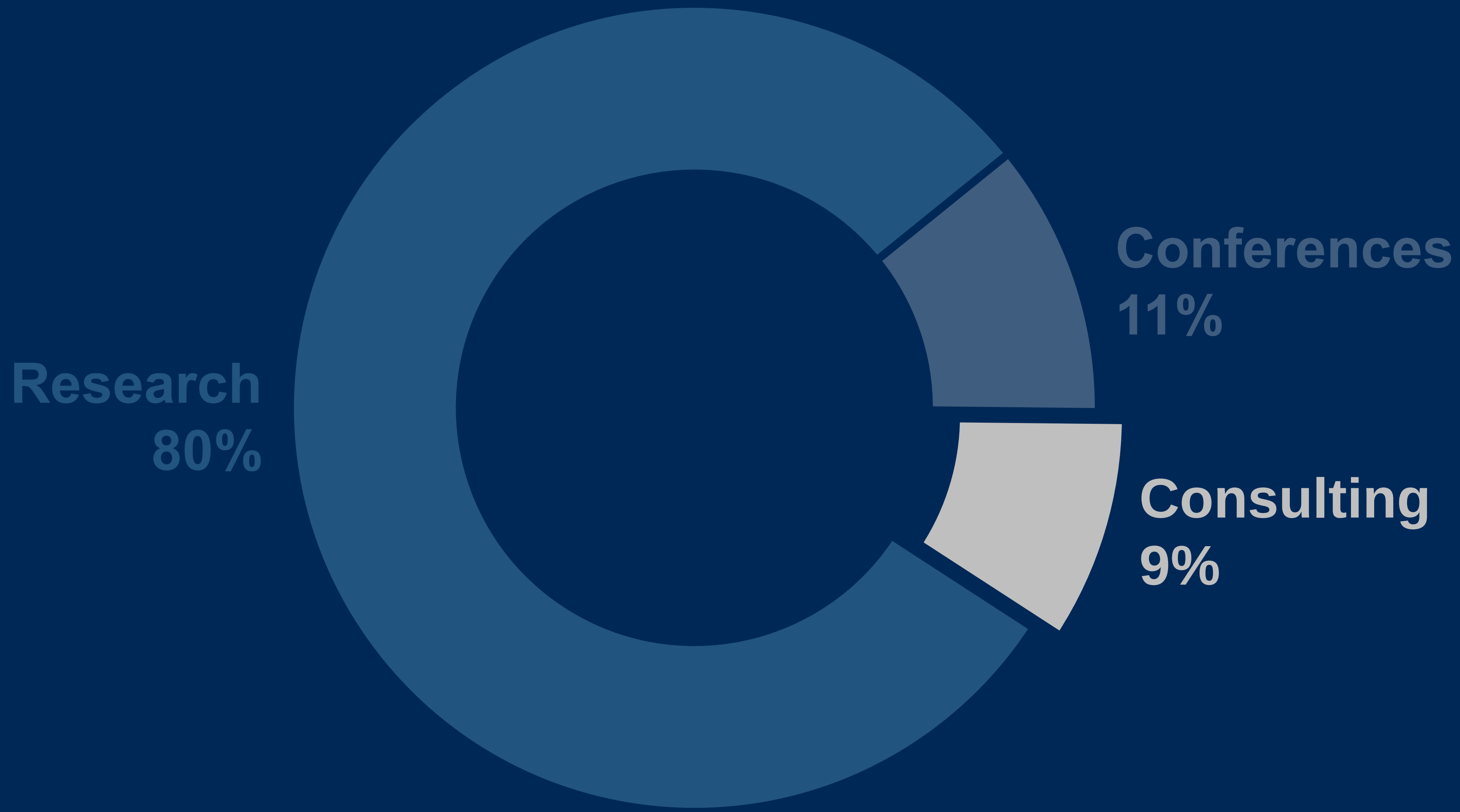
Gartner®

Gartner Business Segments

Note: 2018 Adjusted Revenue excluding divested operations.


Crowd Cam

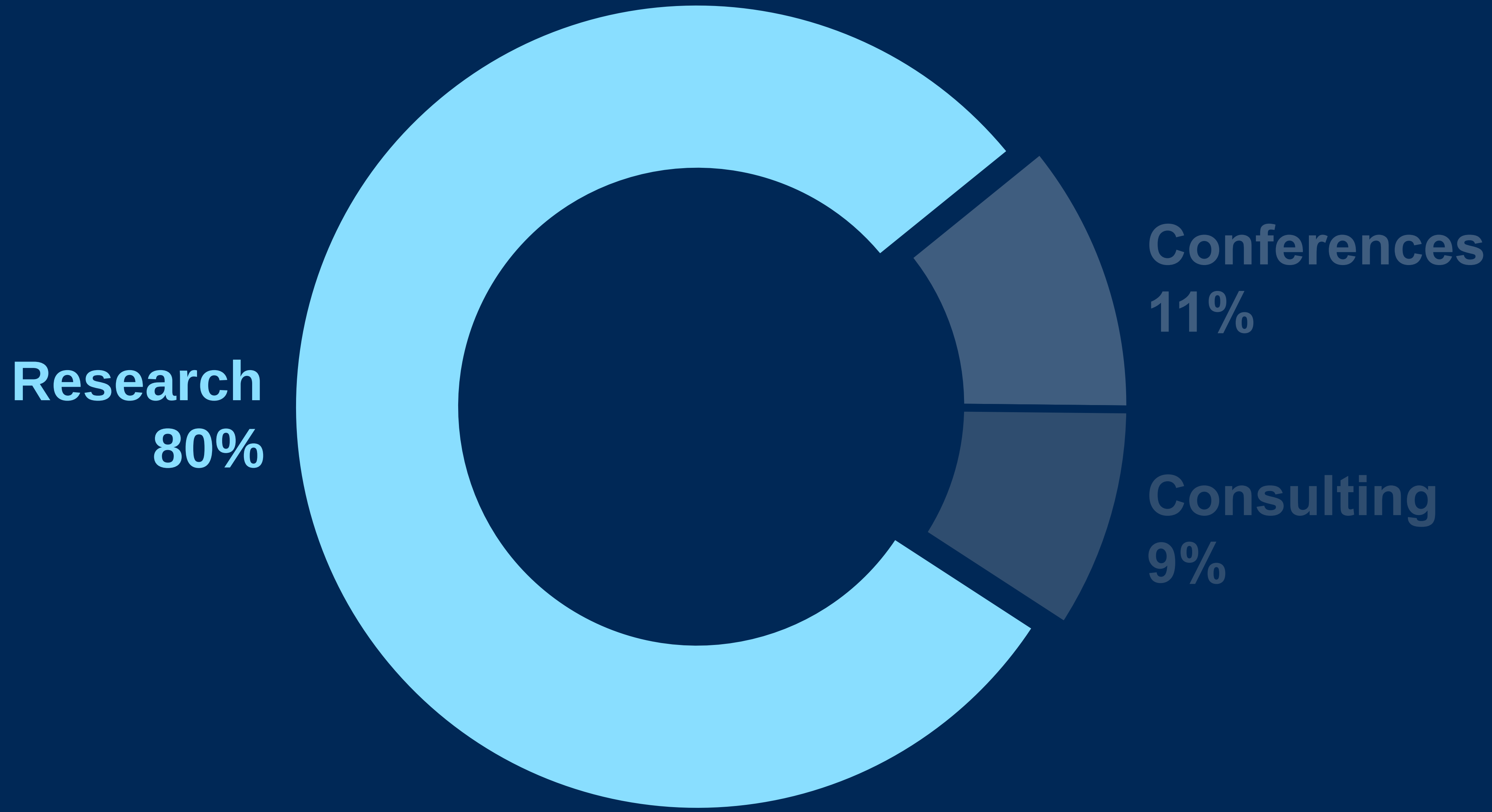
Gartner Business Segments



Note: 2018 Adjusted Revenue excluding divested operations.


EXIT
Richard Jones
Cloud, Business Continuity & Disaster Recovery

Gartner Business Segments



Note: 2018 Adjusted Revenue excluding divested operations.

Gartner®

Our value proposition addresses the critical needs of leaders across the major functions in the enterprise.

Gartner®

Indispensable, Unrivaled Value Proposition

2,000+
World-Class Experts

C-Level
Communities

Indispensable
Insights

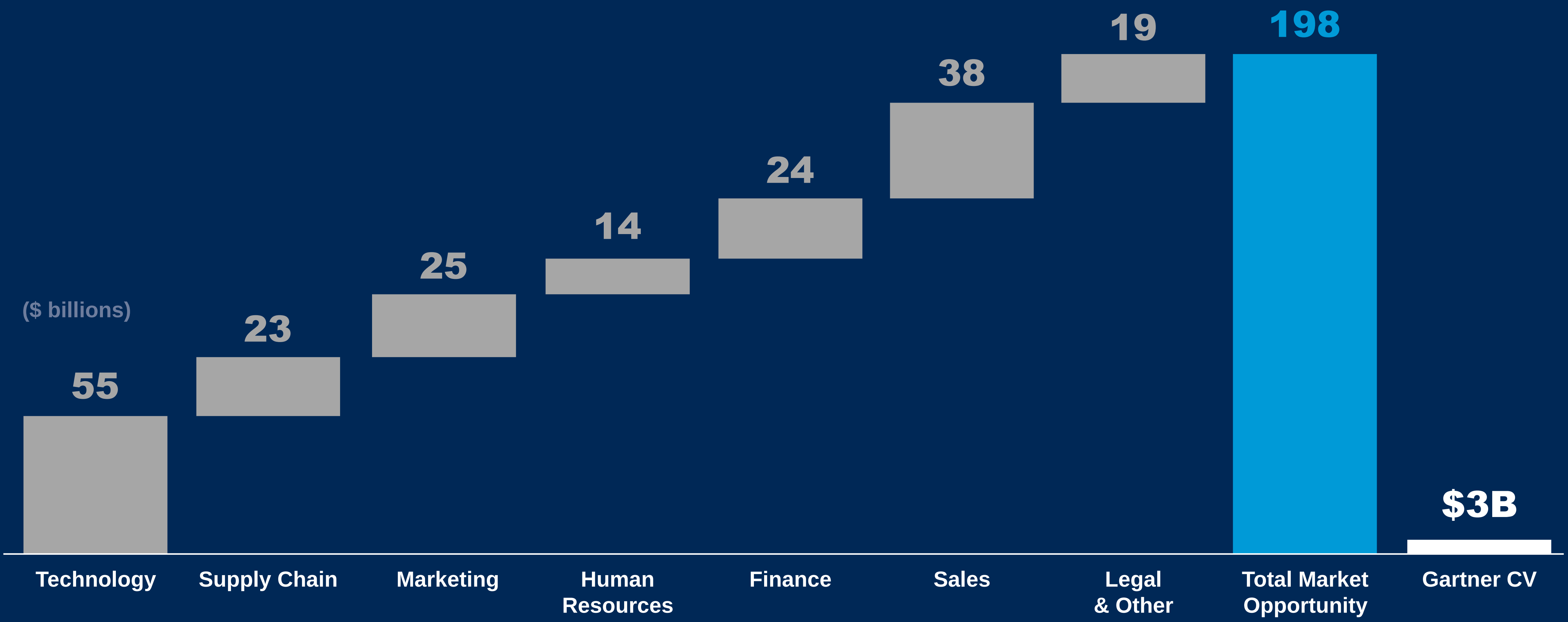
On-Demand
Services

Independent
and Objective

Modest
Cost

Gartner®

Vast Market Opportunity



Source: internal Gartner estimates.

Gartner®

The Gartner Formula

For Long-Term, Sustained, Double-Digit Growth

Gartner®

Global Technology Sales

The Gartner Formula **Applied to GTS**

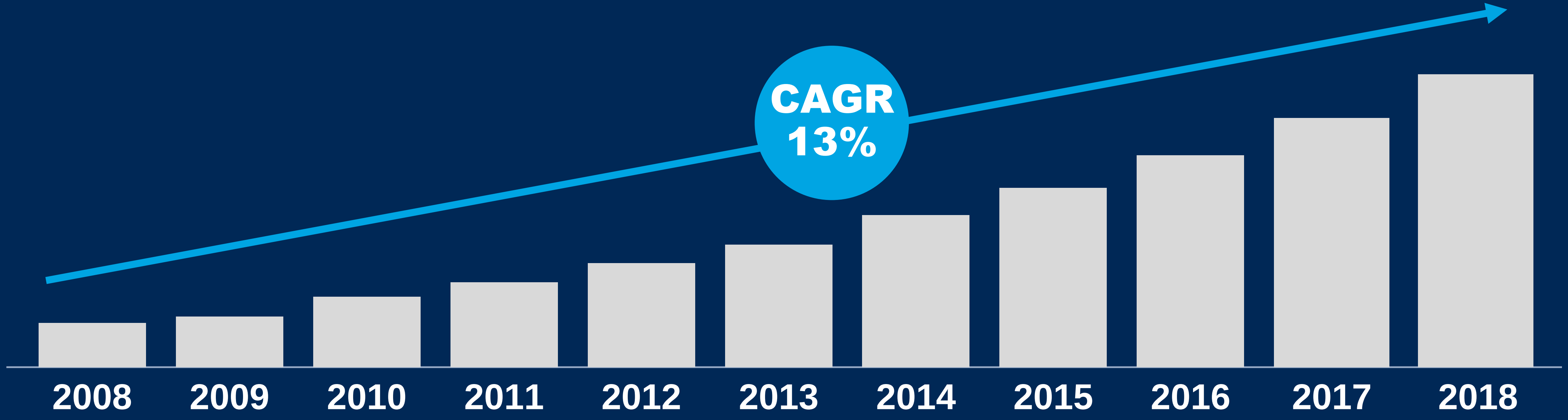
Gartner

The Gartner Formula Applied to GTS

Gartner®

The Gartner Formula
Applied to GTS

Hire Exceptional Talent: GTS Head Count Growth



Gartner

The Gartner Formula Applied to GTS

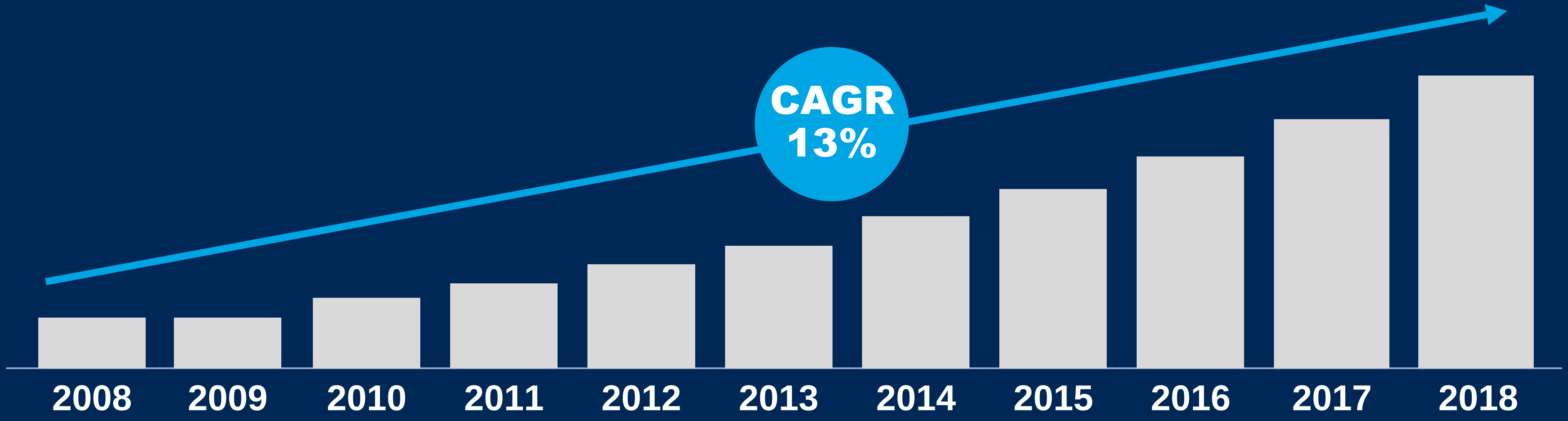
Gartner®

The Gartner Formula Applied to GTS

Gartner

The Gartner Formula
Applied to GTS

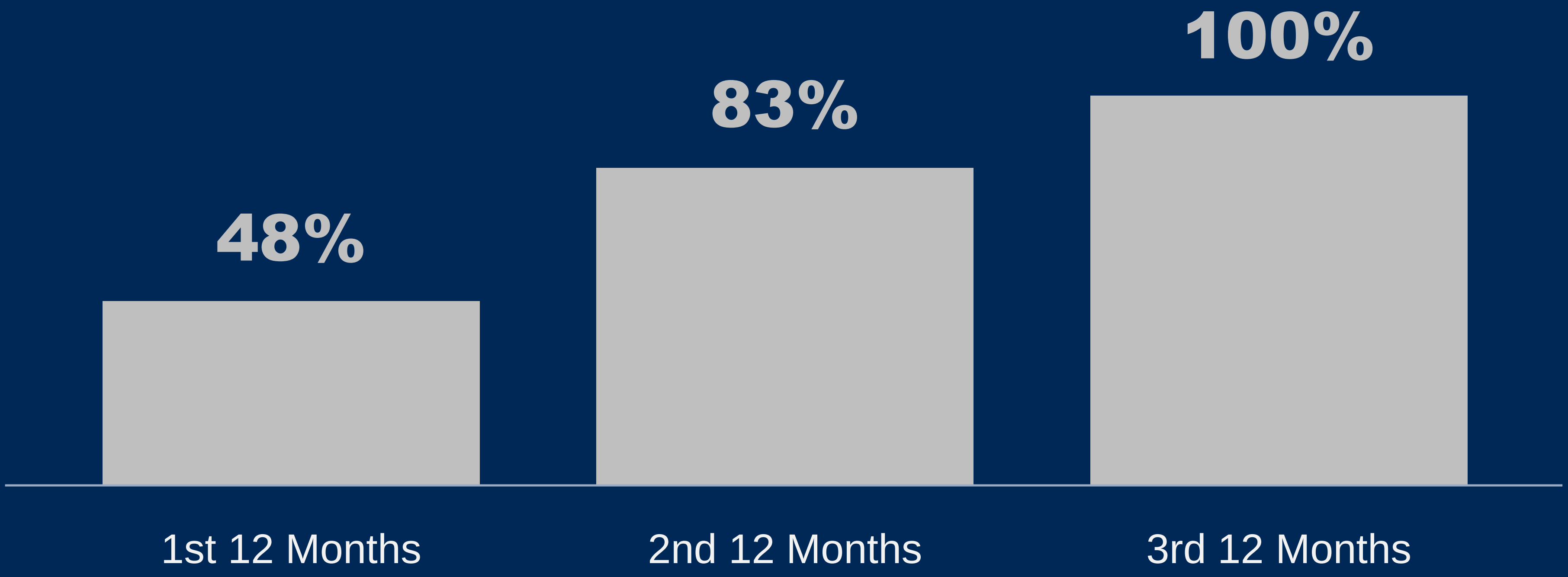
GTS Contract Value Growth



Gartner®

Gartner®

There’s a Learning Curve in GTS



Note: Productivity improvements for experienced hires in GTS North America.

Gartner®

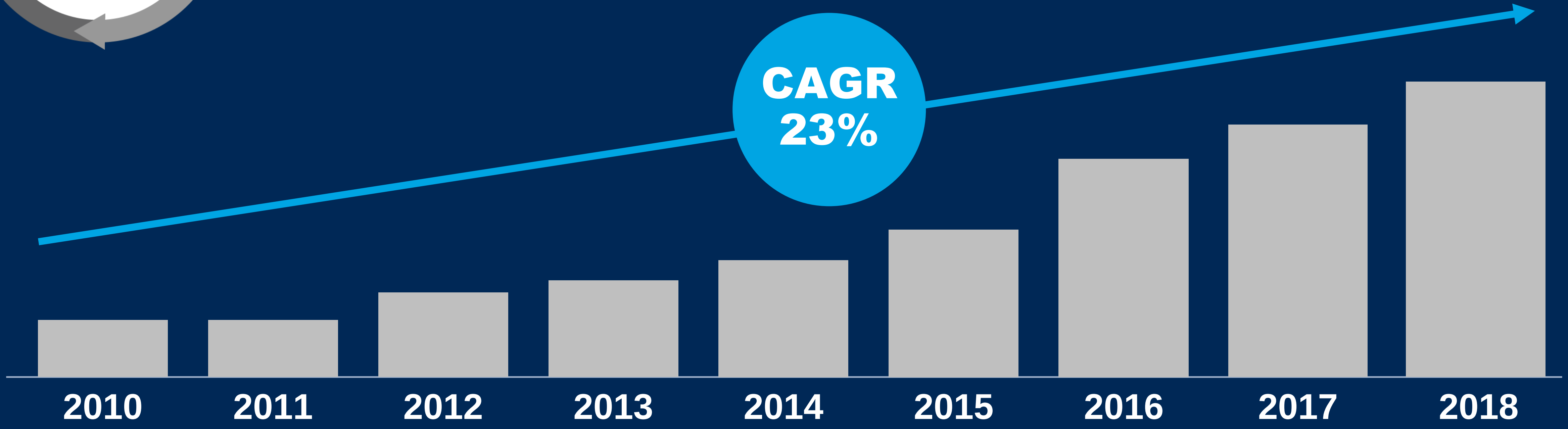
Global Business Sales

Gartner®

Global Business Sales

Gartner®

We Applied the Gartner Formula to Accelerate Supply Chain

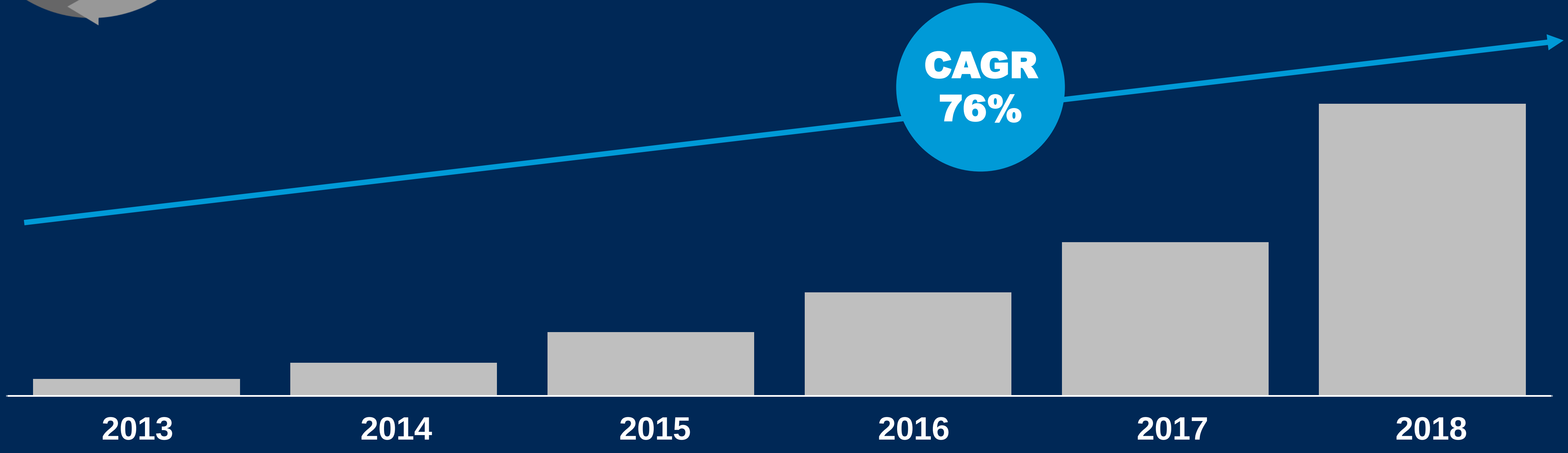


Note: Contract Value.

Global Business Sales

Gartner

We Applied the Gartner Formula to Accelerate Gartner for Marketing Leaders



Note: Organic Contract Value growth.

Global Business Sales

Gartner

The Gartner Formula Applied to GBS

Gartner®

Global Business Sales

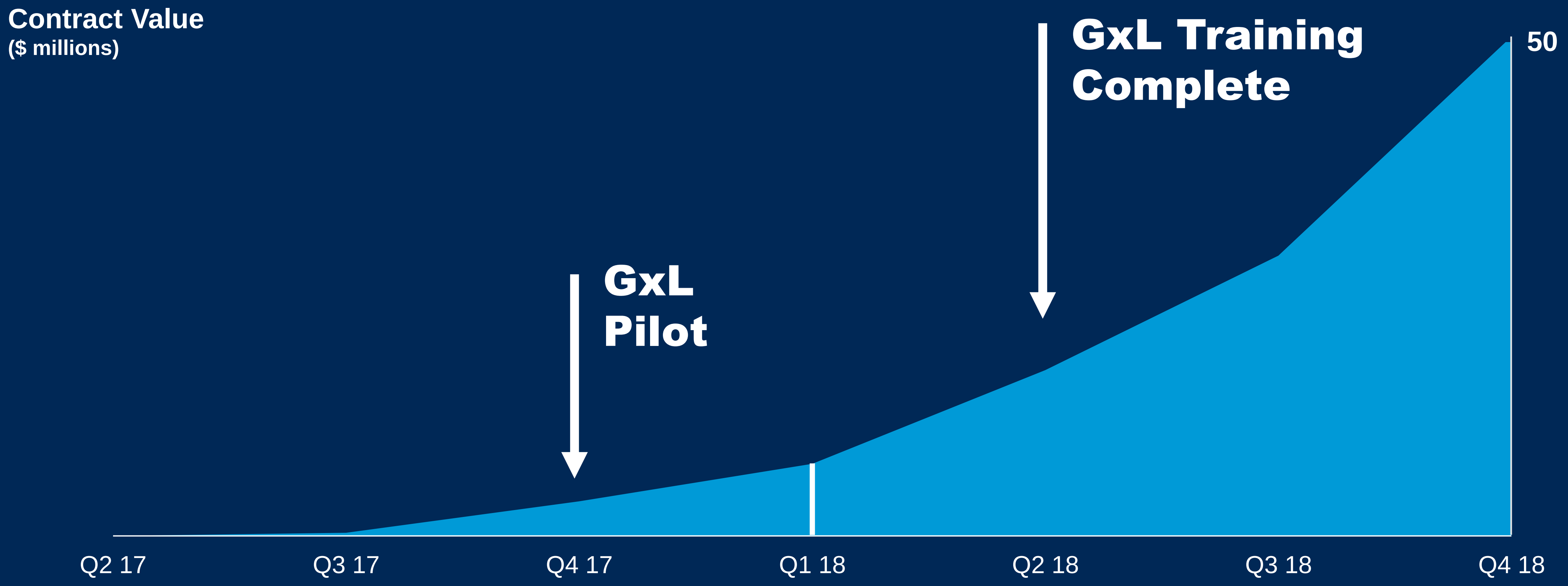
The Gartner Formula Applied to GBS

Gartner

The Gartner Formula Applied to GBS

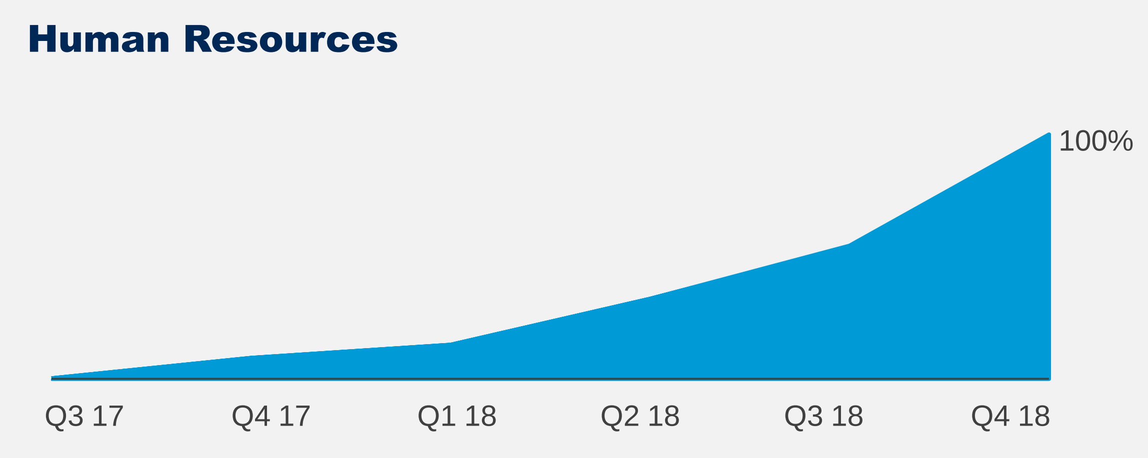
Gartner

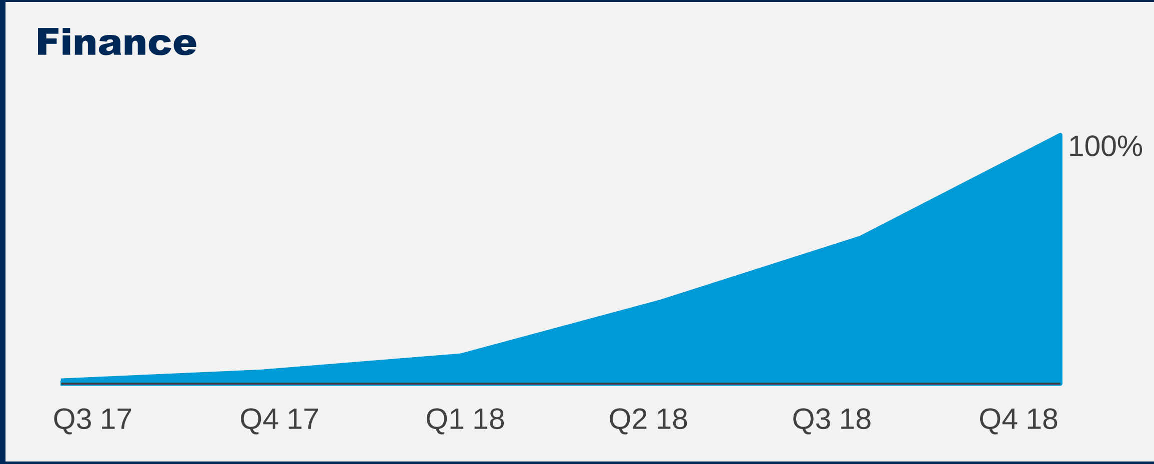
New GxL Products Launched

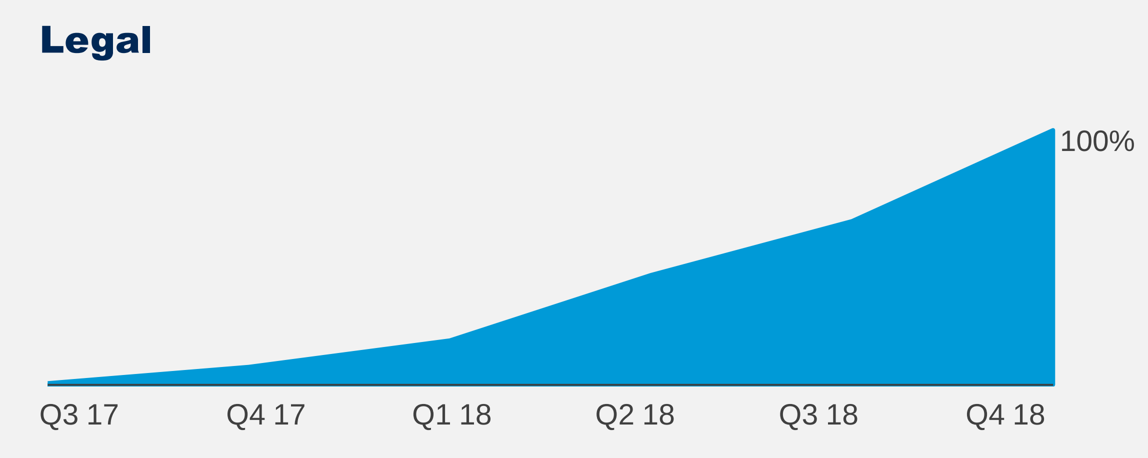


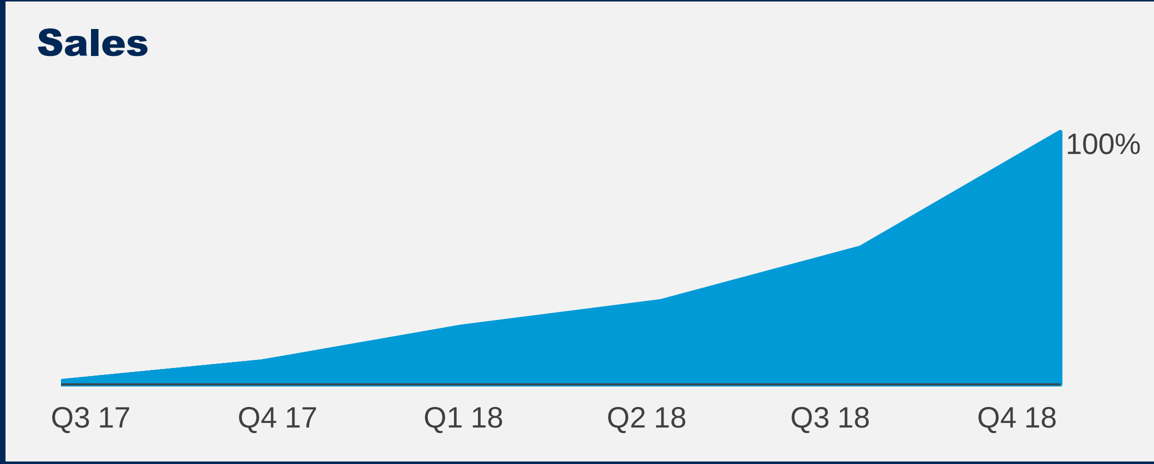
Note: Contract Value excludes Supply Chain and Marketing. At 2018 FX rates.

GxL Sales Are Accelerating









Note: Contract Value indexed to 100% at Q4 18.

Gartner

Long-Term, Sustained, Double-Digit Growth in GBS

Gartner
Formula

Exceptional
Talent

Indispensable
Insights

Sales Excellence
Playbook

GxL
Products

Enabling
Infrastructure

In Summary

Indispensable, Unrivaled Value Proposition

Vast Market Opportunity

The Gartner Formula

Long-Term, Sustained, Double-Digit Growth

Research & Advisory

Mike Harris
EVP, Research & Advisory

Nearly 2 Out of 3 CEOs and CFOs

Anticipate Business Model Change

Source: Gartner, CEO Survey: CIOs Should Guide Business Leaders Toward Deep-Discipline Digital Business, 2018

Gartner®

Why Clients Value Gartner

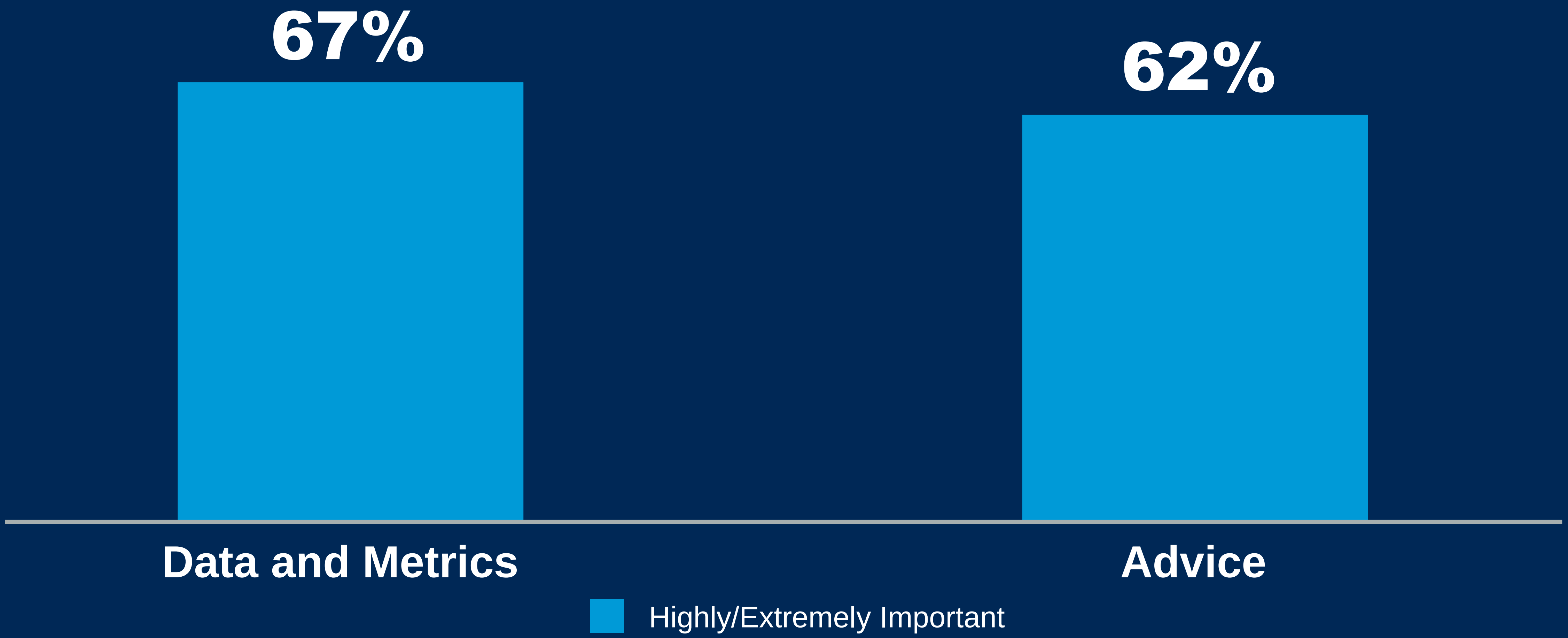
Expert Advice

Better Continuous Decision Making

On-Demand Response

Gartner®

What Marketing Leaders Value



Source: 2018 Gartner Marketing Customer Survey (U.S.)

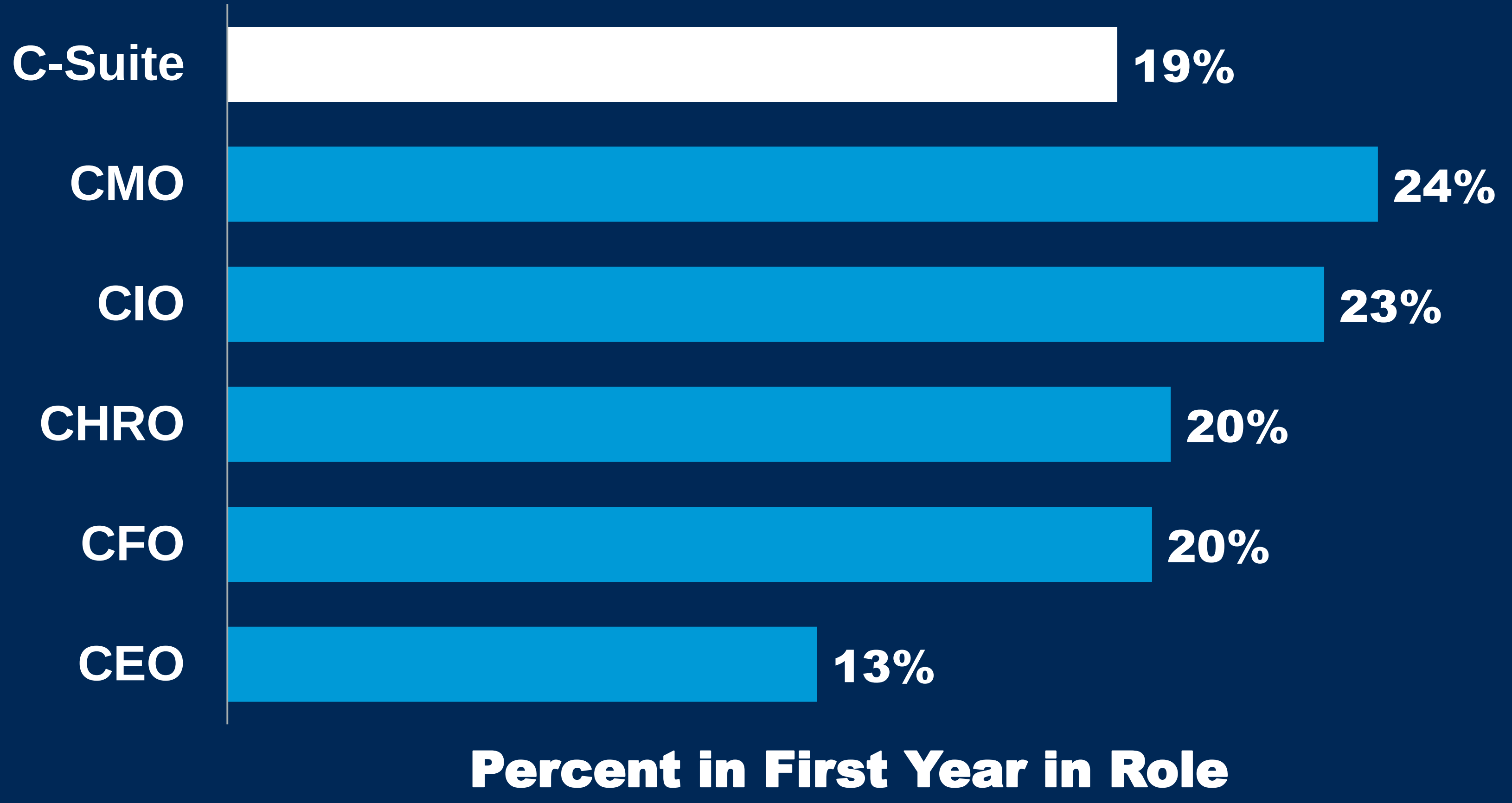
Gartner®

Decisions made using unsynthesized, conflicting information are little better than **tossing a coin.**

Gartner

In an era where **information** is so abundant, access to truly independent, unbiased and expert **advice** on the most critical priorities facing an executive is extremely valuable.

More Than 1 in 5 Executives Are New to the Role

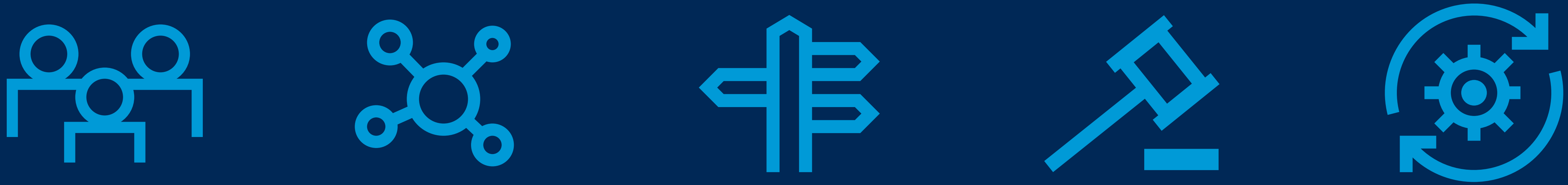


And **46% of all executives underperform** relative to their goals for the first 18 months of their tenure

Source: "CIOs, Facing Rapid Change, Tend to Be Younger, with Shorter Tenure," Wall Street Journal / Korn Ferry, 14 February 2017

Gartner®

Constant Change



Talent

Organizational Changes

Customer Behavioral Changes

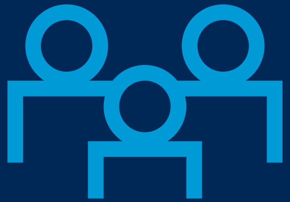
Regulation

Technology Changes

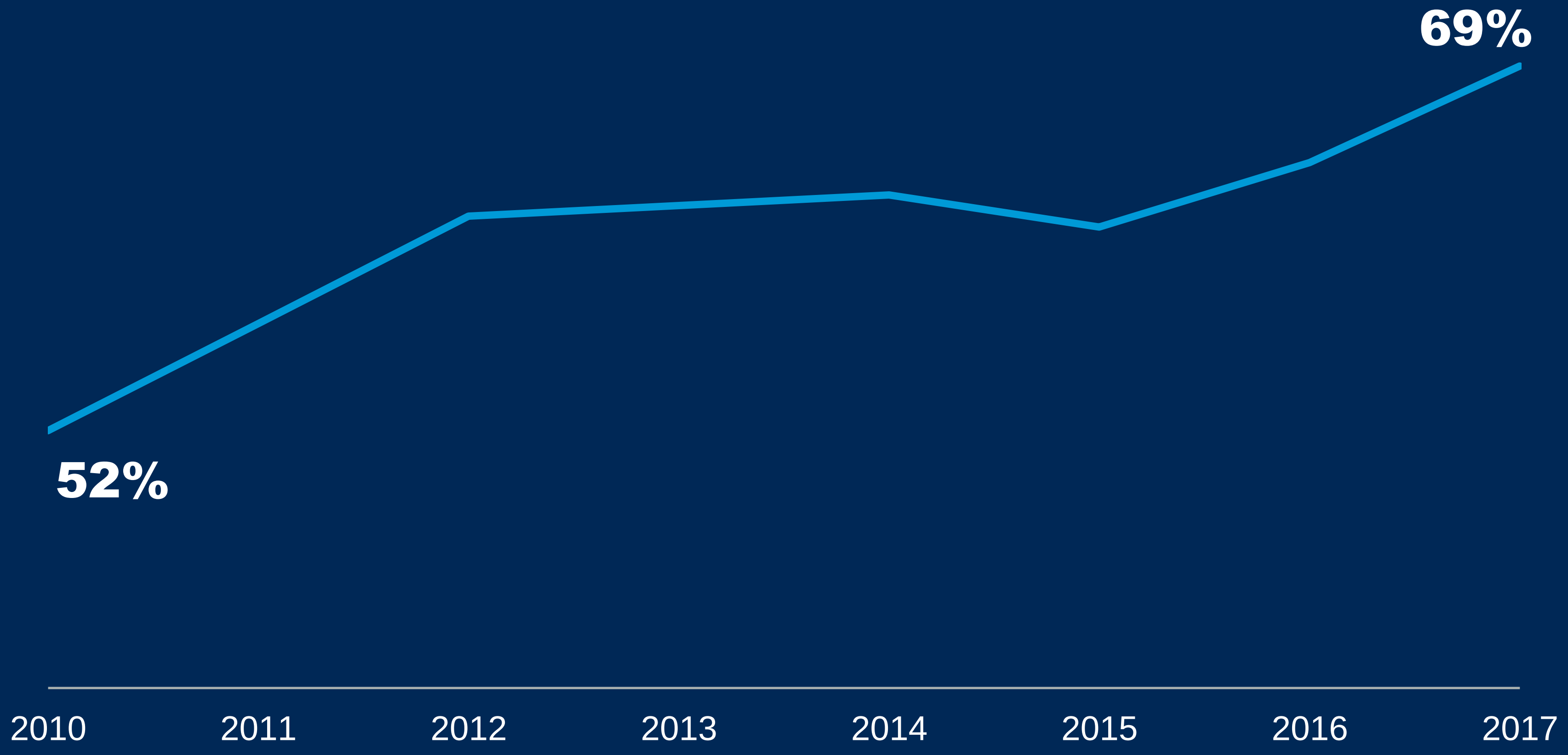
Gartner®

CEOs Are Focusing on Talent

Percentage of Earnings Calls Mentioning Talent



Talent

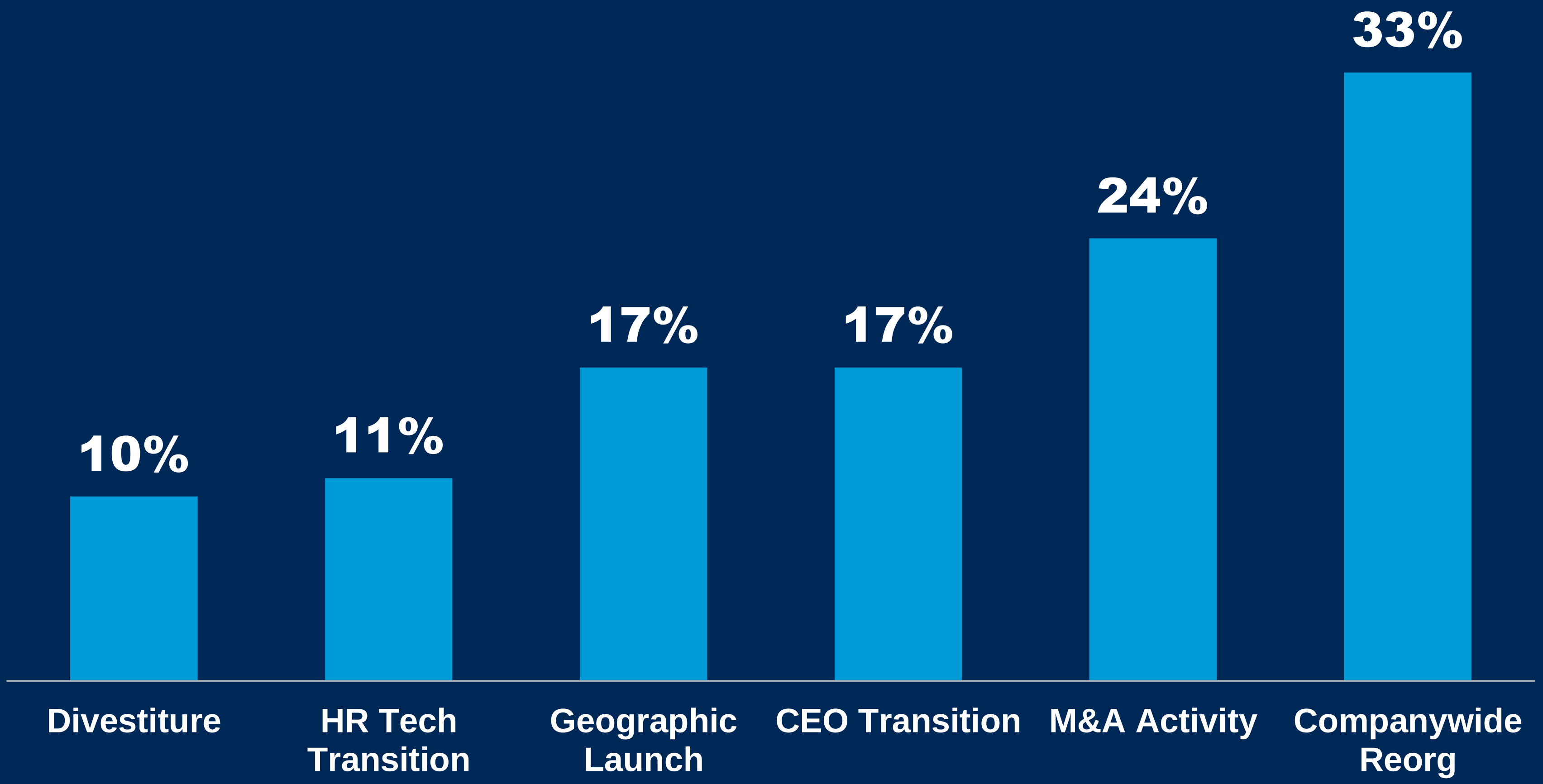


n = 1,600 companies

Source: “Investor Talent Monitor,” 2018 — data from S&P Global 1200 and S&P MidCap 400

Most Heads of HR Have Faced Major Reorgs in the Last Three Years

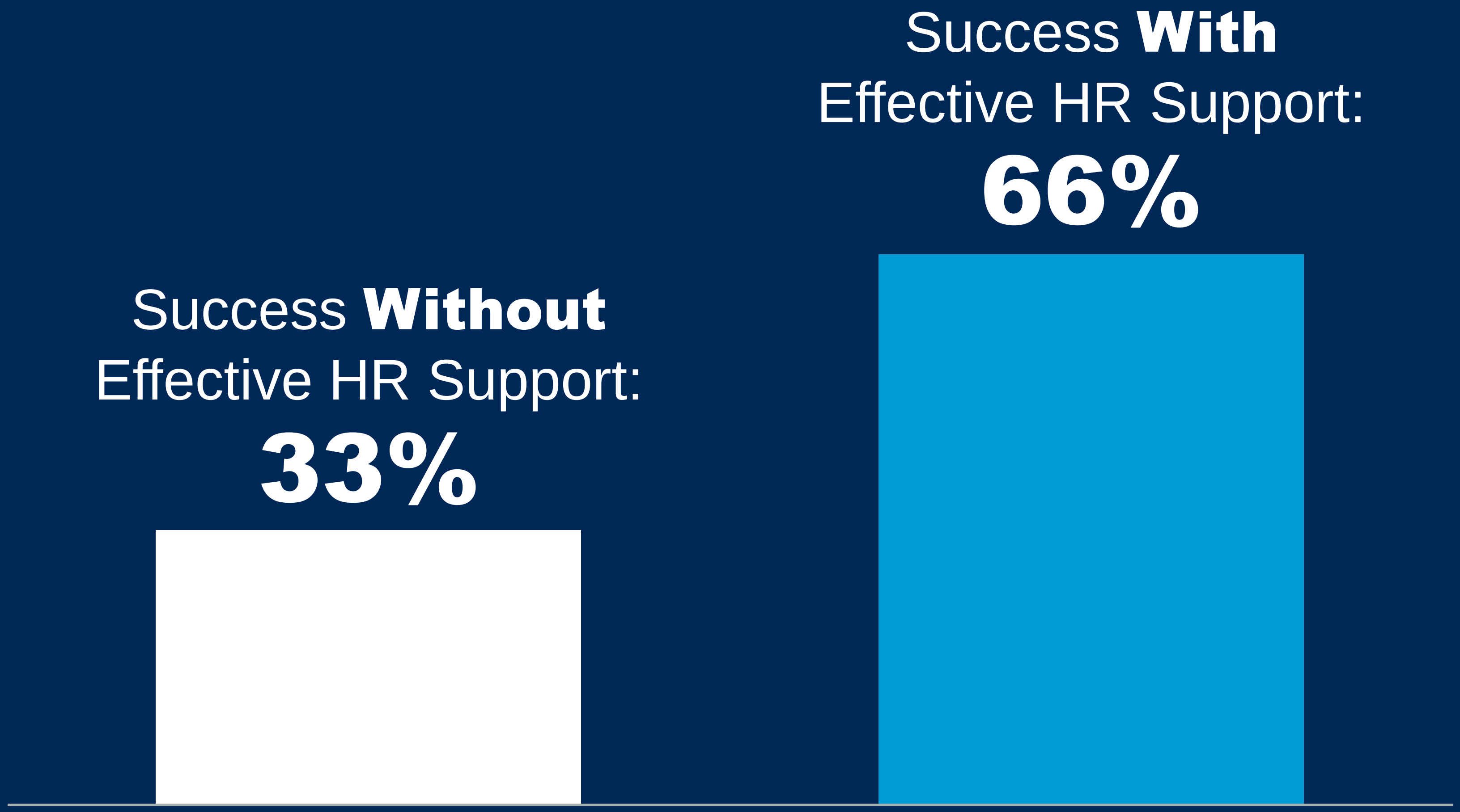
Organizational Changes



Source: 2019 Gartner CHRO Agenda Poll

Gartner®

Organizational Changes



Source: “Organizing HR to Lead Enterprise Change,” Gartner, 2015

Gartner®

Organizational Changes

73%

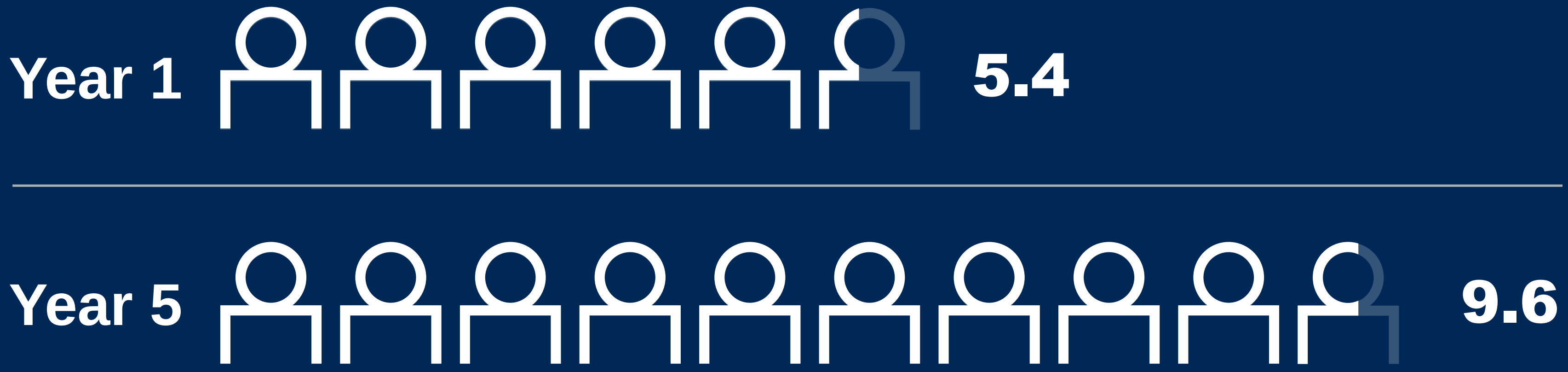
of CEOs expect their CHRO to make changes happen **faster** than they did three years ago

Source: "Organizing HR to Lead Enterprise Change," Gartner, 2015

Gartner

Average Number of Stakeholders in B2B Purchasing

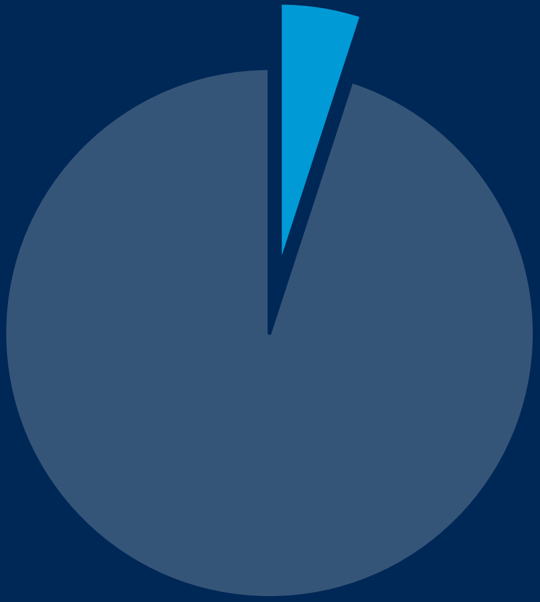
Customer Behavioral Changes



Source: Gartner

Gartner®

Customer Behavioral Changes



The average B2B sales professional has direct customer access for only **~5% of the purchase experience**

Source: Gartner

Gartner®

Supply Chain

Corporate Social Responsibility

Ethical Sourcing

Customer Behavioral Changes

Factory Conditions

Safe and Ethical

Zero Conflict

Counterfeit

Gartner

Regulation

Tax Reform

SEC Filings

Annual Reports

10-K Disclosures

Technology Changes

Provocative Ideas

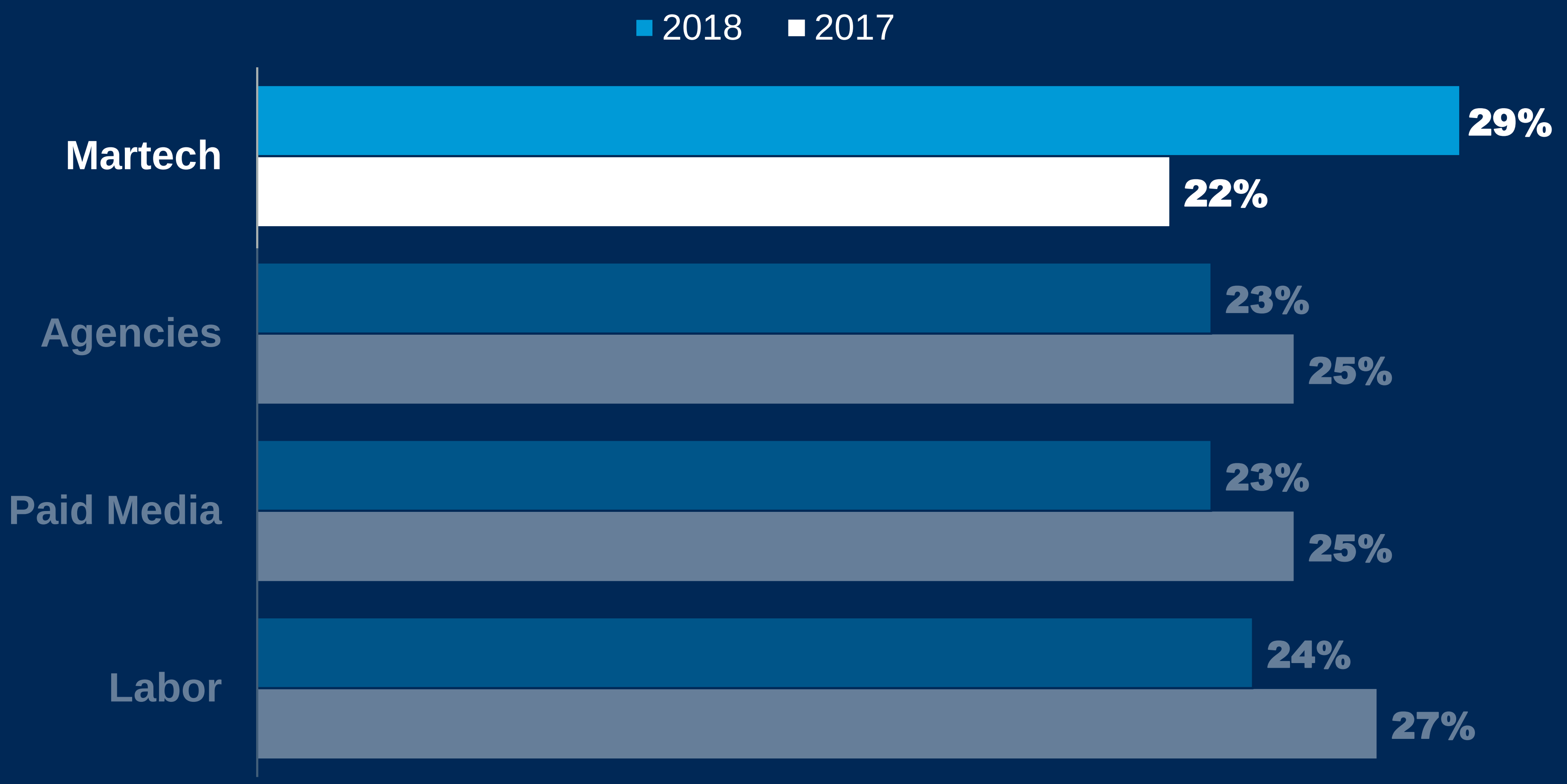
Pragmatic Advice

Gartner®

Budget Allocation Percentage in Marketing

People & Programs

Technology Changes



Source: Gartner Primary Research Study on CMO Spend, September 2018

Gartner®

How Do We Know All This?

Gartner®

Why Clients Value Gartner

Expert Advice

Better Continuous Decision Making

On-Demand Response

Gartner®

We stay abreast of the latest things that are happening in enterprises large and small, in the public and private sectors, all around the world, in every industry.

Constant Change

Talent

Organizational Changes

Customer Behavioral Changes

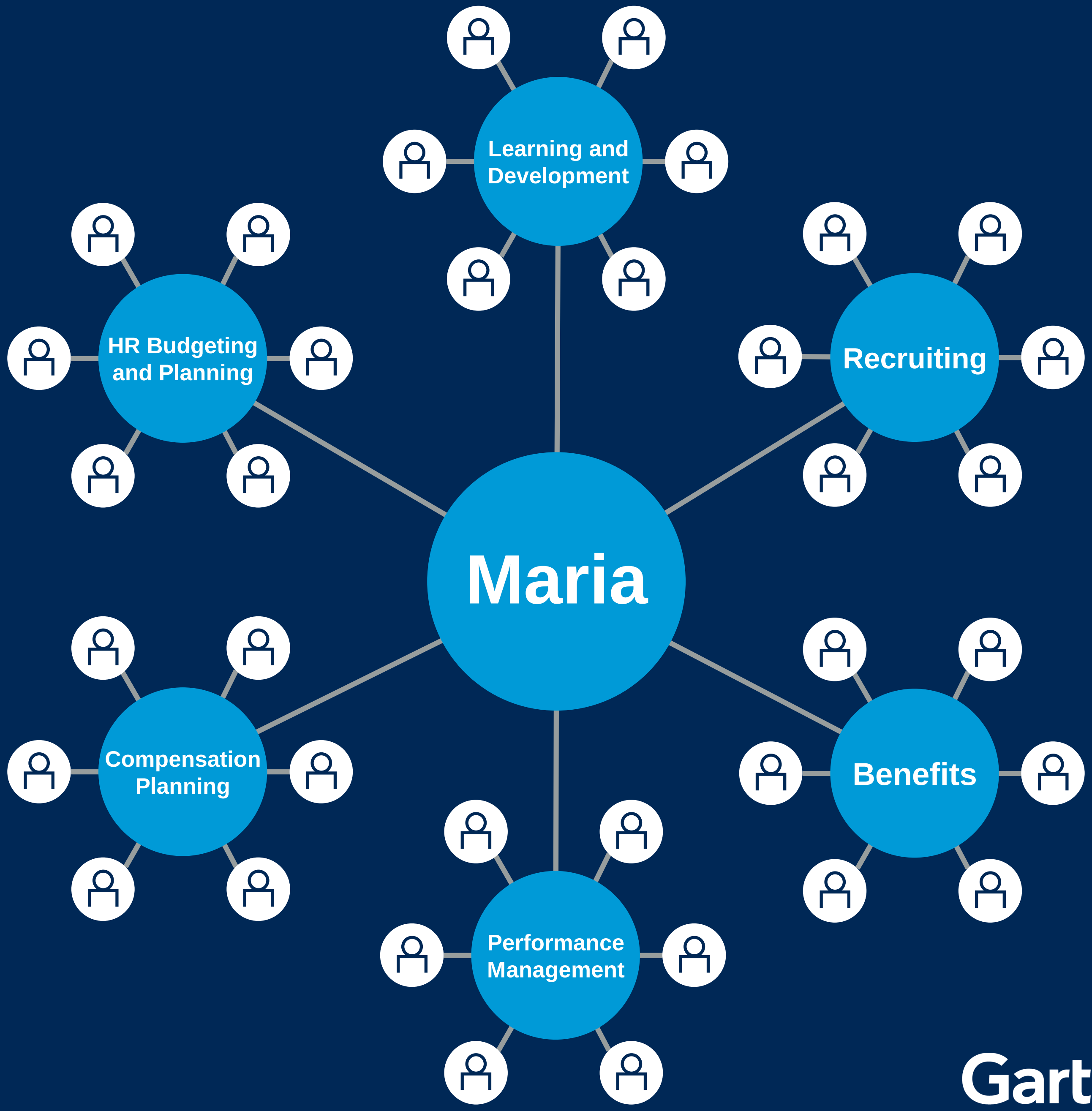
Regulation

Technology Changes

Gartner®

A Year in the Life of a CHRO

HR Operations



Gartner®

Campus Recruiting: Interactions

- Online Content
- Email Follow-Up
- Expert Video Conference

Challenge: COO Resigns Unexpectedly

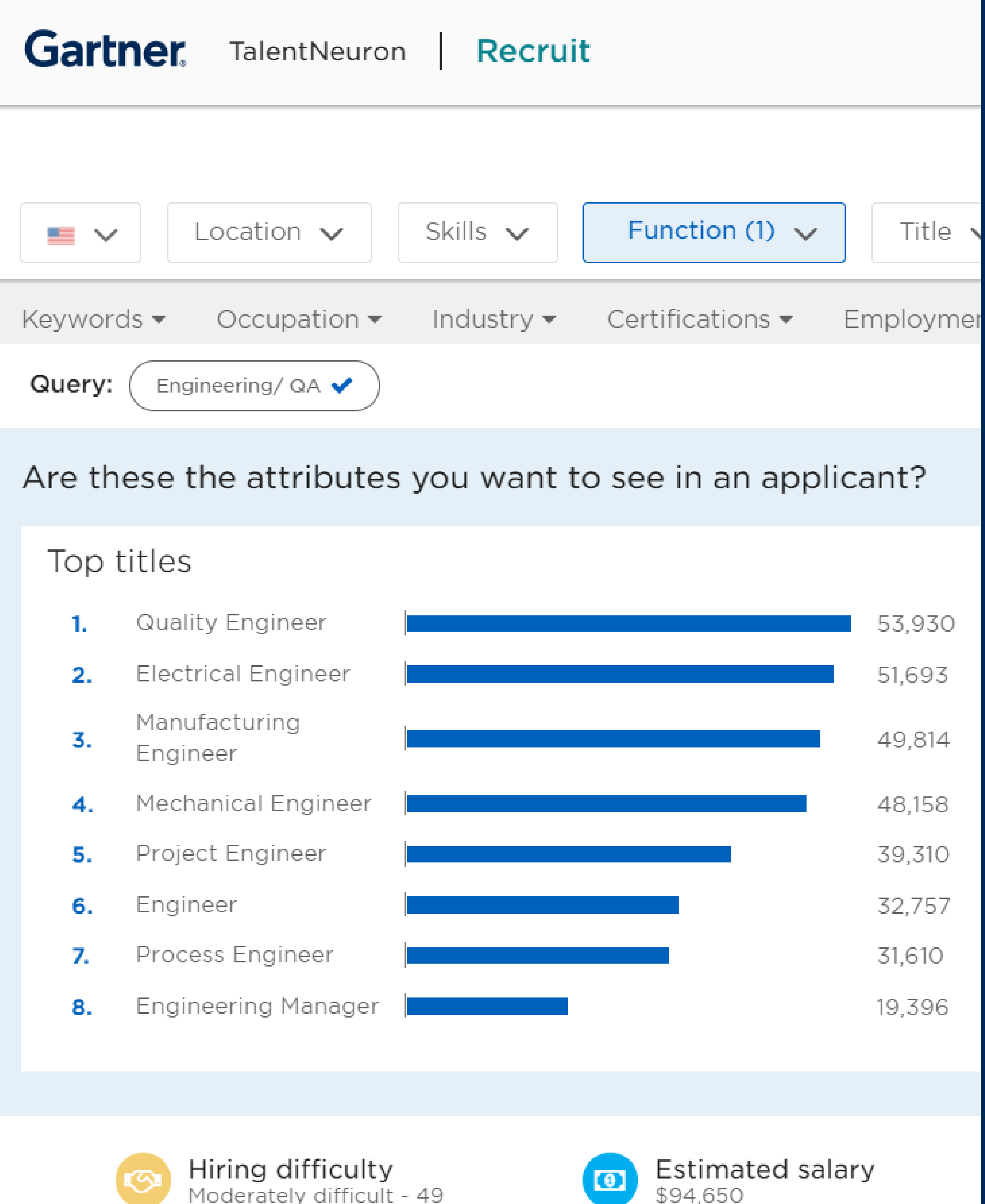
COO Resigns: Interactions

Succession Management Playbook

- Identify Candidates
- Work With Board
- Onboard Successful Candidate

Gartner®

Challenge: Talent Shortage for Critical Role



TalentNeuron™

- Finds Hidden Talent Pools
- Specifies Required Compensation
- Speeds Average Time-to-Hire

Gartner

Attend ReimagineHR Conference

Gartner

Challenge:
Acquisition

Acquisition Needs

- Reorganization
- New Corporate Brand
- Master Data Strategy
- Consolidated Payroll & Accounting


IT
Finance
Service
Human Resources
Legal
Supply Chain
Sales
Marketing

Gartner®

CHRO

- Inquiry Calls With Experts
- Advice on New Operating Models and Melding Cultures

CMO

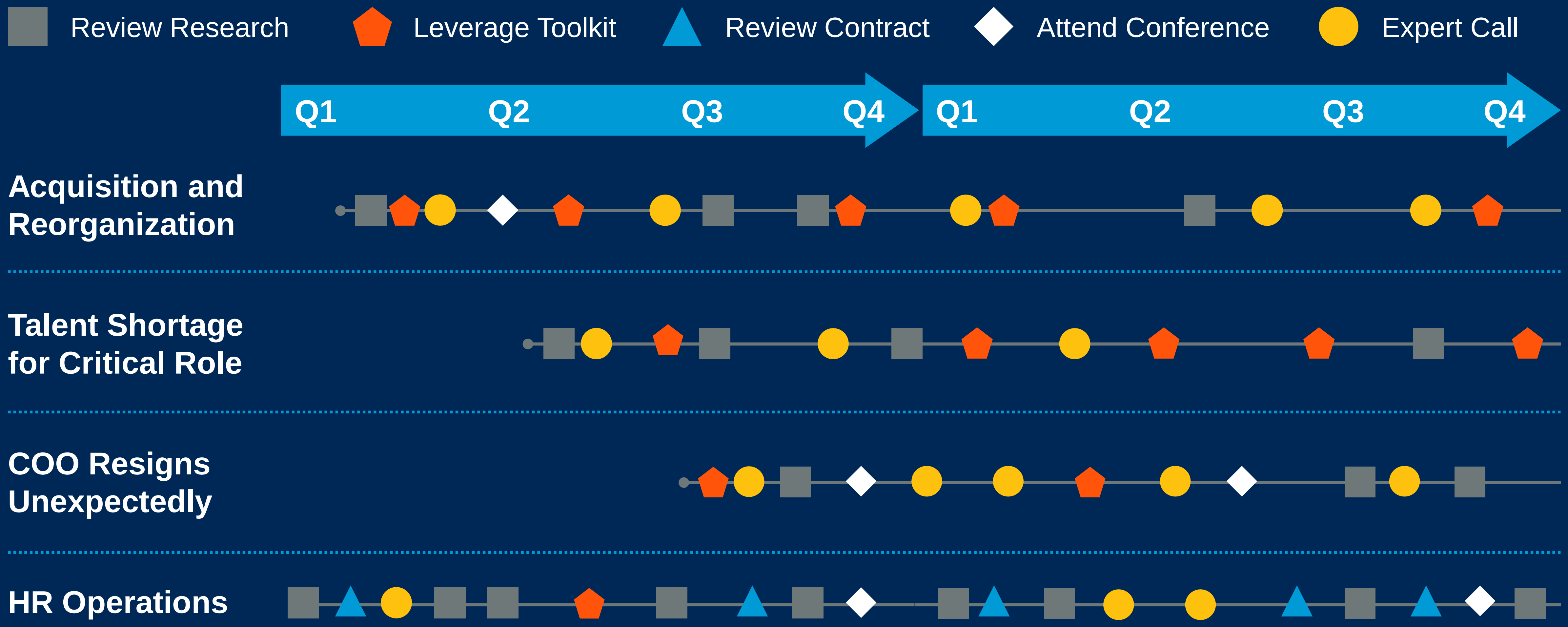
- Best Practices on Managing a Merged Brand
- Near/Longer-Term Customer Data Strategy

CIO

- Accounting System Optimization
- Master Data Strategy

Gartner

A Year in the Life of a CHRO



Gartner

How Gartner Delivers at Scale

Products

Content

Service

Product Offerings

Gartner®

GxL Product Structure

Gartner®

Provocative Ideas

and

Pragmatic Advice

Gartner®

Content Methodologies

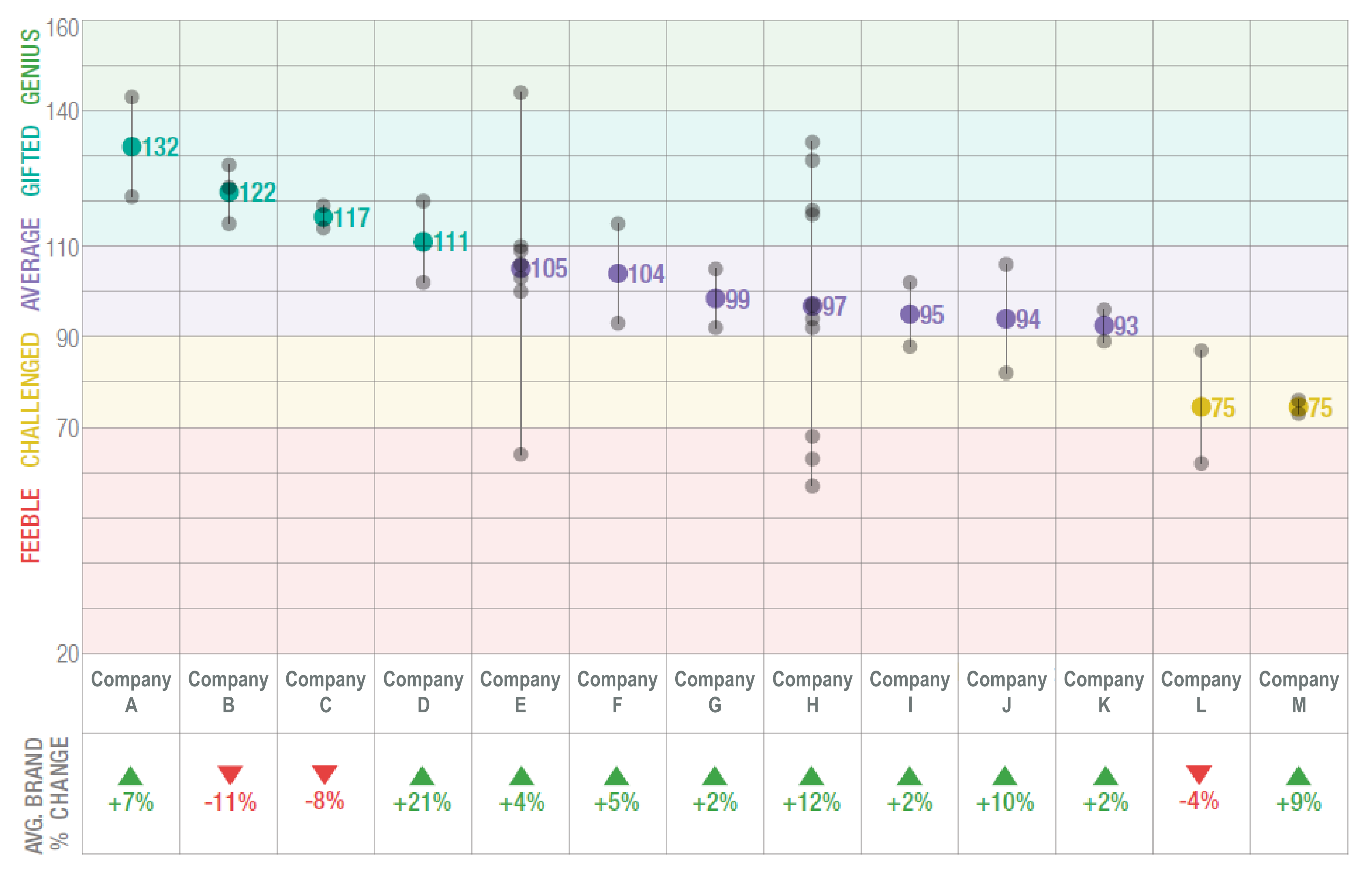
Maturity Assessments

Proprietary Benchmarks

Best Practice Methodology

Magic Quadrant Methodology

Digital IQ



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Content Methodologies

Maturity Assessments

Proprietary Benchmarks

Best Practice Methodology

Magic Quadrant Methodology

Content Methodologies

Maturity Assessments

Proprietary Benchmarks

Best Practice Methodology

Magic Quadrant Methodology

Gartner®

Machine Learning Algorithms

- Identify the Right Expert
- Provide Experts Advance Information
- Serve Up Guidance on Next Steps

Gartner


IT
Finance
Service
Gartner
Human Resources
Legal
Supply Chain
Sales
Marketing

“Gartner paid for itself in 15 days, saving $2.1M in inventory alone.”

A Global Consumer Products Company

Gartner®

“The value that Gartner delivered to us was **speed, focus and access to best practices.**”

A Multibillion-Dollar Pharmaceutical Company

“Gartner offers the total one-stop shop. **Frankly, we are better because of Gartner.**”

A Major Industrial Manufacturer

Gartner®

Research & Advisory Growth Platform

Content Methodologies

Service Technology

Customer Insight

Global Technology Sales (GTS)

Joe Beck
EVP, Global Technology Sales

Gartner®

$2.5B

in Contract Value

80%

of Total CV

3,000

Sales Professionals

13,000

Enterprises

100

Countries

Gartner®

Sell to and Serve the IT Organization

Gartner®

Sell to and Serve the IT Organization

We Understand the Business Priorities of the Team

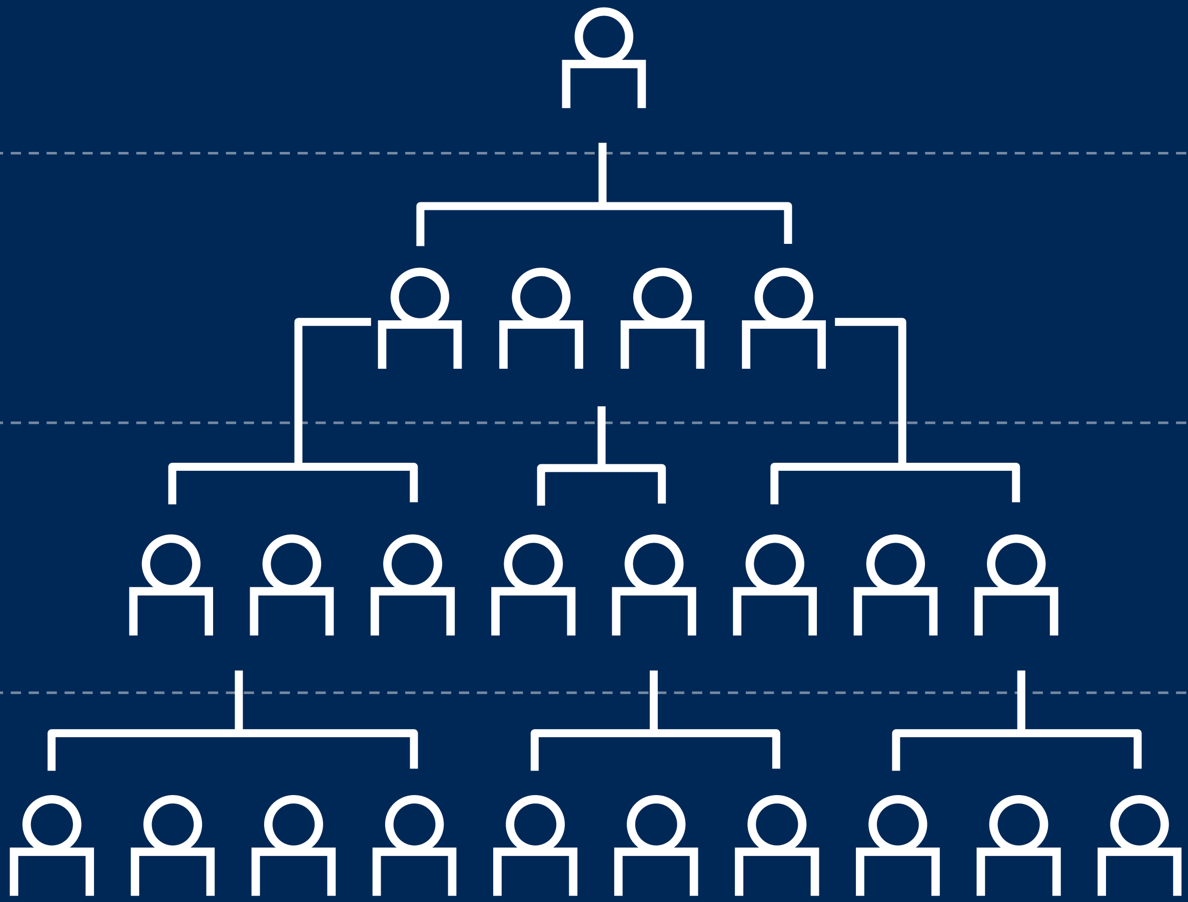
IT

CIO

Senior IT Leaders

IT Managers

Tech Professionals



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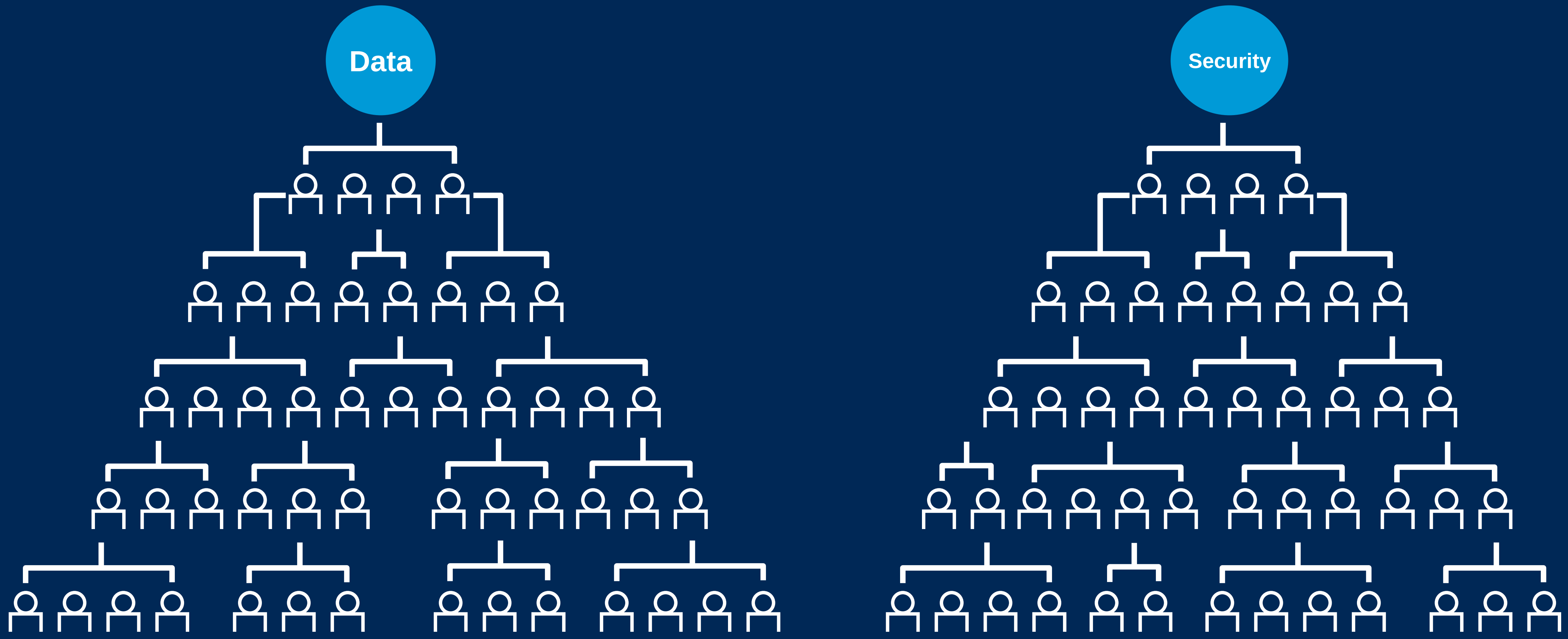
Sell to and Serve the IT Organization

Gartner®

Each Department Has Its Own Large Team



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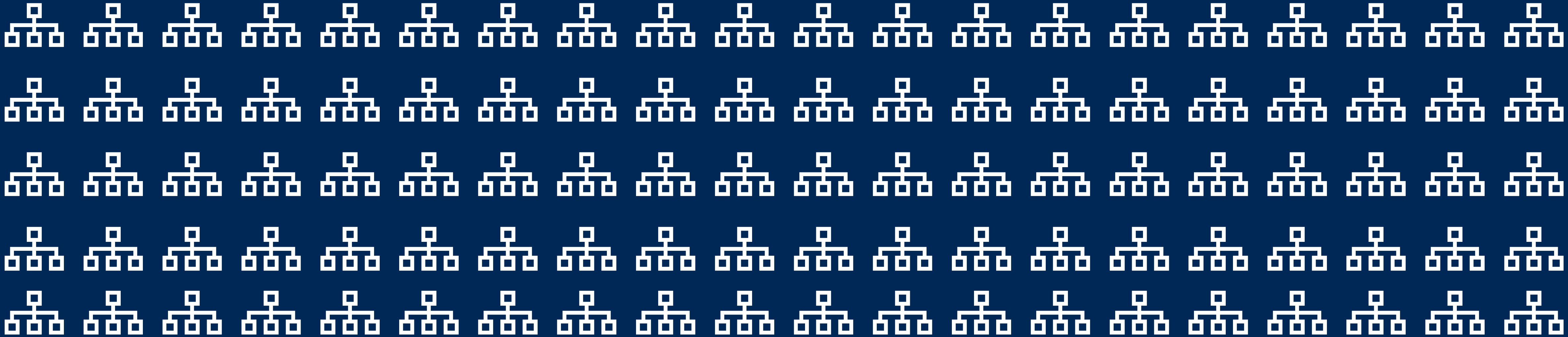
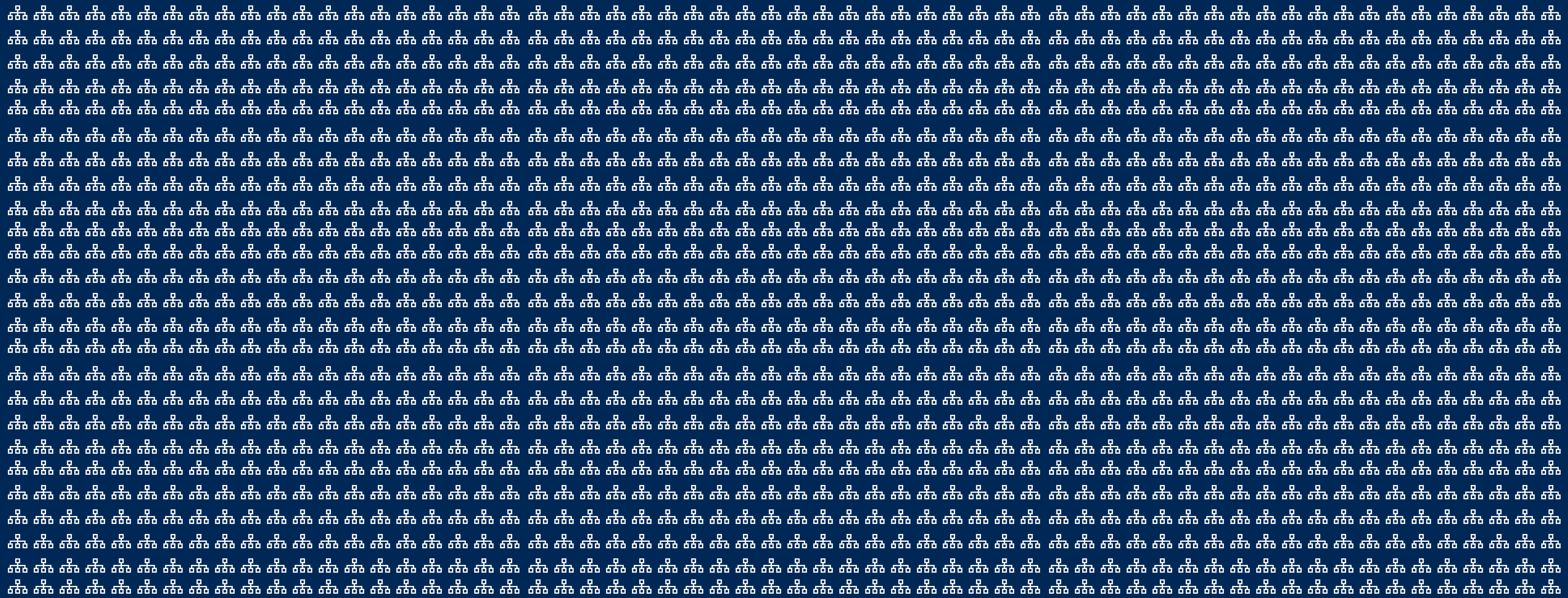
There Is Massive Opportunity in Existing Accounts



We Have Identified 138,000 Orgs to Engage



We Have Identified 138,000 Orgs To Engage

Only

9%

of available enterprises have one or more Gartner seatholders

Gartner®

The Gartner Formula

For Long-Term, Sustained, Double-Digit Growth

Gartner

The Gartner Formula

For Long-Term, Sustained, Double-Digit Growth

Gartner®

The Gartner Formula

For Long-Term, Sustained, Double-Digit Growth

Gartner

The Gartner Formula

For Long-Term,
Sustained,
Double-Digit
Growth

Gartner®

The Gartner Formula

Gartner

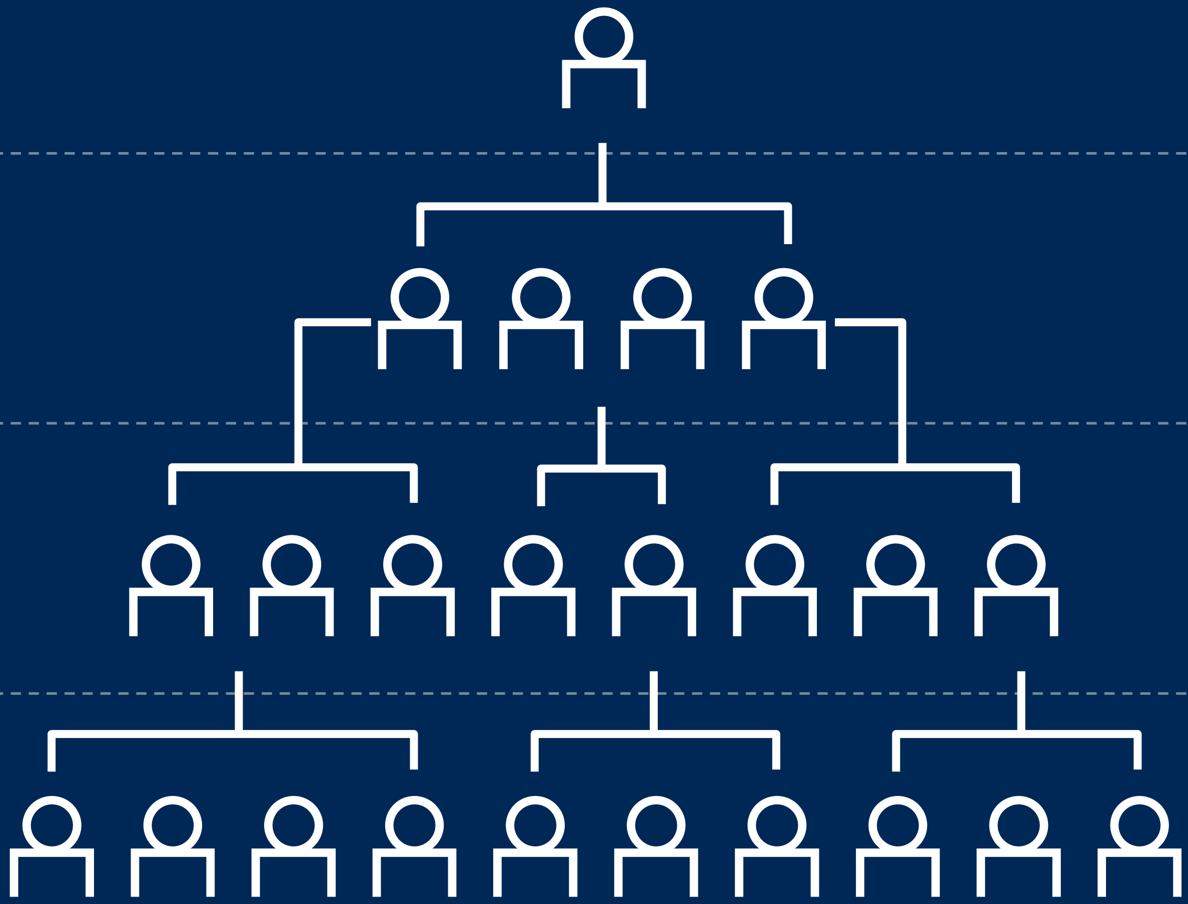
Our Products Are Tailored To Specific Roles

CIO

Senior IT Leaders

IT Managers

Tech Professionals



Gartner®

Our Products Are Tailored to Specific Roles

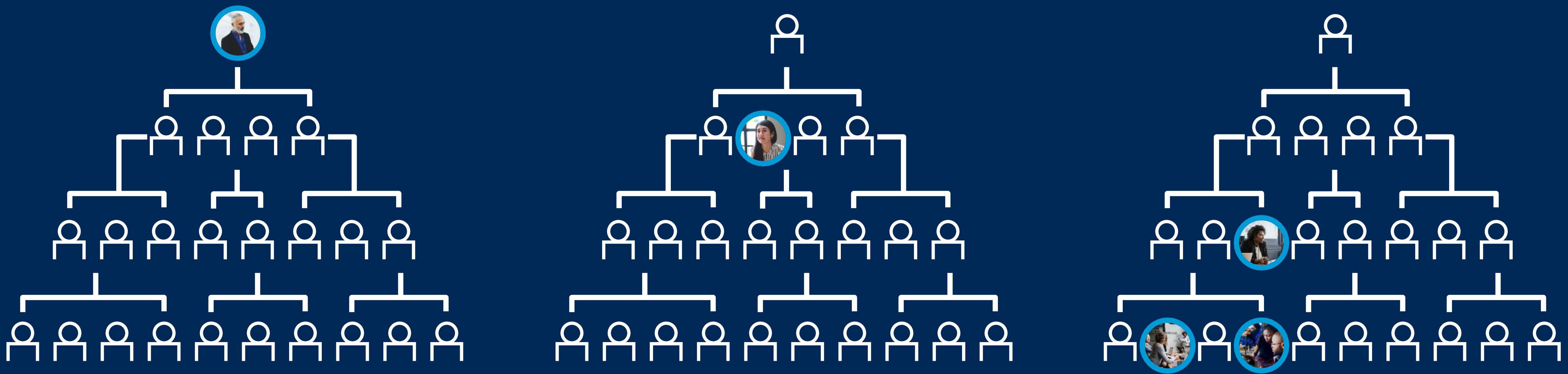
Global CIO

IT Leader

Working Team

Gartner®

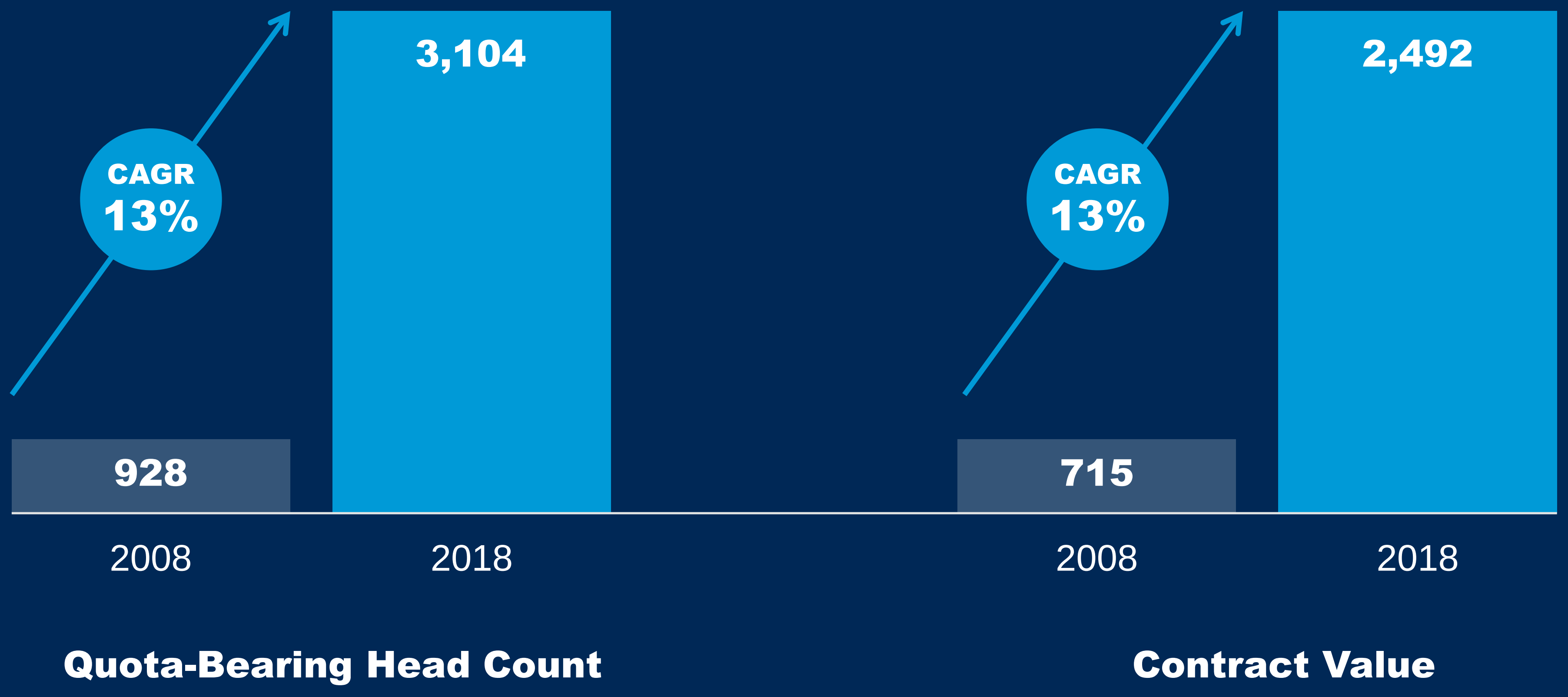
Our Products Are Tailored to Specific Roles



Gartner®

The Gartner Formula

Increased Sales Capacity Tracks With CV Growth



Note: All numbers are shown at 2019 FX rates where applicable.

Gartner®


GENERATE DEEP KNOWLEDGE OF CURRENT SKILLS
Gartner

Gartner Offers the Environment High Performers Crave

Performance-Driven
Compensation

Strategize With
C-Level Executives

Work Alongside the
Brightest Minds in Tech

Gartner®

Gartner Is Widely Recognized as a Great Place to Work

Forbes

America's Best Midsized Employers
2016, 2017, 2018

Best Management Consulting Firms
2017

Fortune

World's Most Admired Companies
2016, 2017, 2018, 2019

LinkedIn

Top 50 Companies to Work For
2017

25 Most Socially Engaged Companies

Glassdoor

Best Place to Work, Employees' Choice
2013, 2014, 2015, 2016, 2019

Human Rights Campaign Corporate Equality Index:

Best places to work for LGTBQ Equality

Gartner®

The Gartner Formula

For Long-Term, Sustained, Double-Digit Growth

Gartner®

The Gartner Formula

Gartner


The Gartner
Sales Excellence
Playbook

Sales Excellence Playbook

Recruiting

Training

Tools

Best Practices

Gartner®

Recruiting

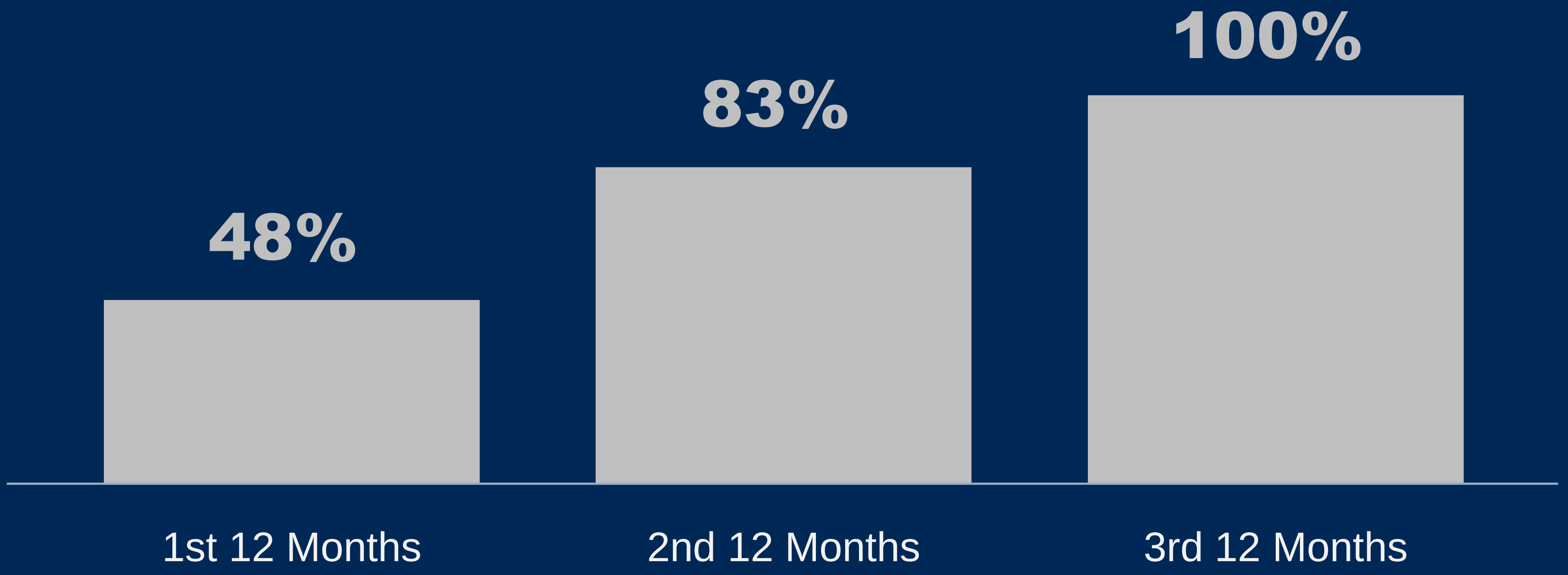
15%

2018 Head Count Growth

Reduced Open Territories

Prioritizing Territories to Capture Opportunity

Training



Note: Productivity improvements for experienced hires in GTS North America.


Week 1
Week 2
Week 3
Week 4
Week 5
Week 6

Sales Excellence Playbook

Recruiting

Training

Tools

Best Practices

Solutions

Relationships

Opportunity

Strategy

Head Count

Gartner®

Global Business Sales (GBS)

Chris Thomas
EVP, Global Business Sales

Gartner®

The Gartner Formula

For Long-Term, Sustained, Double-Digit Growth

Gartner®

$600M

in Contract Value

20%

of Total CV

800

Quota-Bearing Salespeople

5,400

Enterprises

Sell to and Serve All Roles Beyond IT

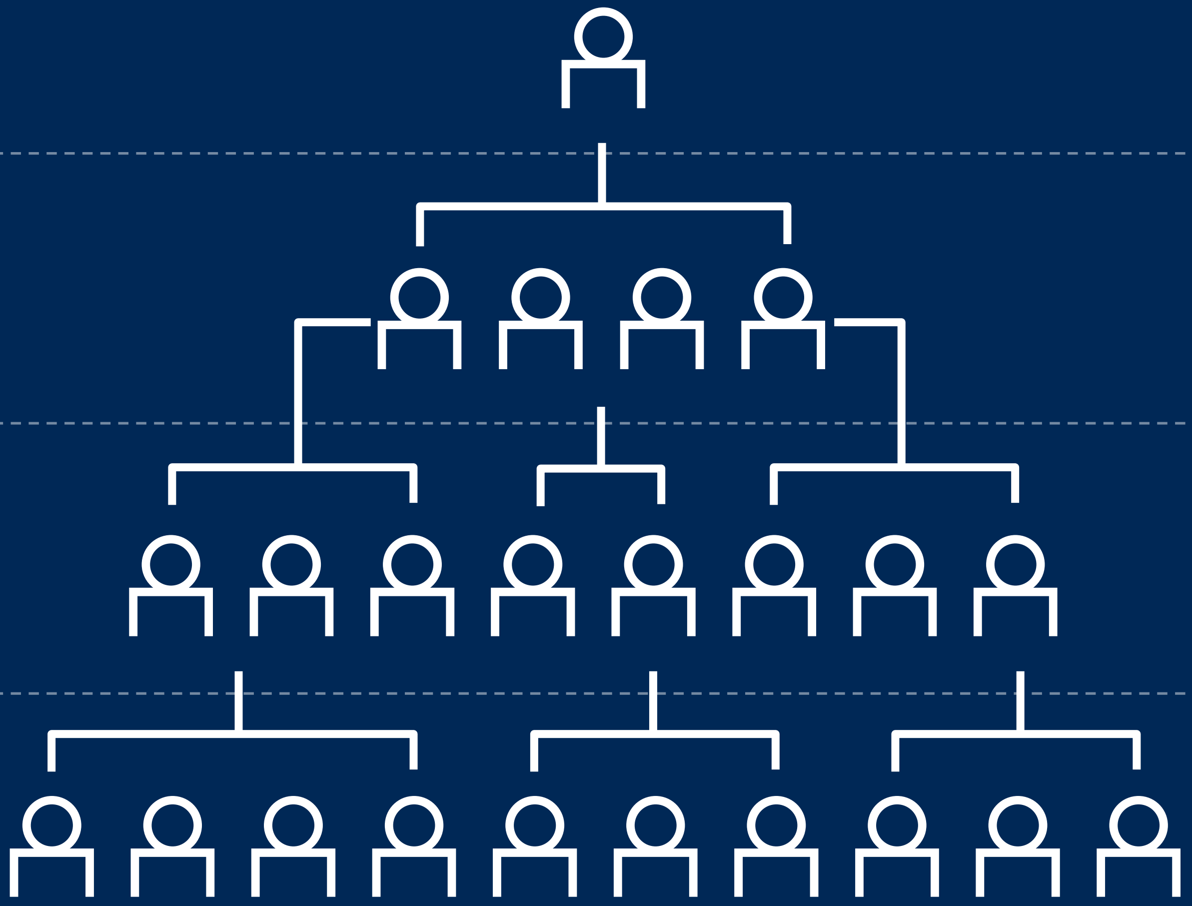
Selling to CxOs and Their Teams

CxO

Senior Leaders

Managers

Professionals



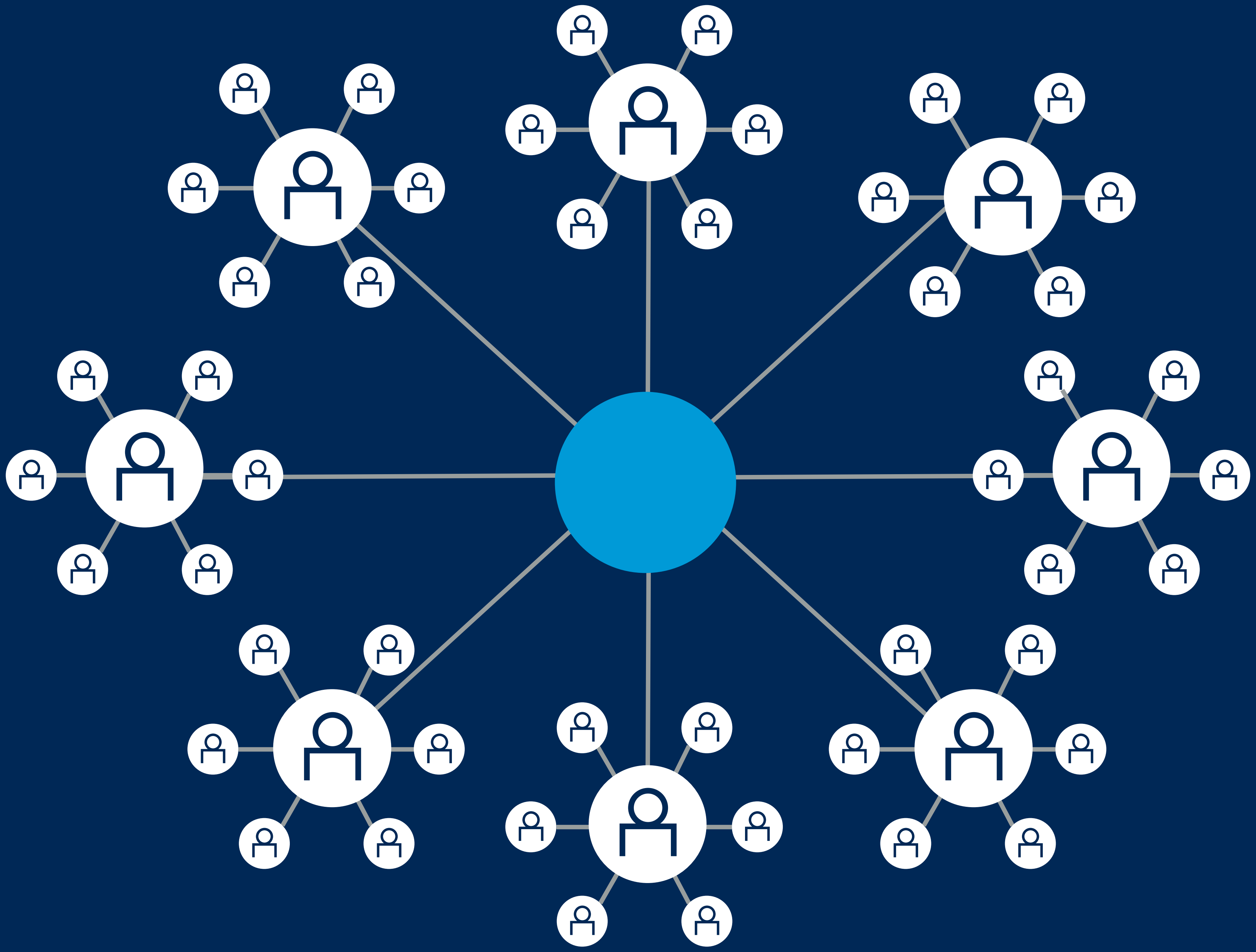
Gartner®

Market Opportunity – New Enterprise Opportunity

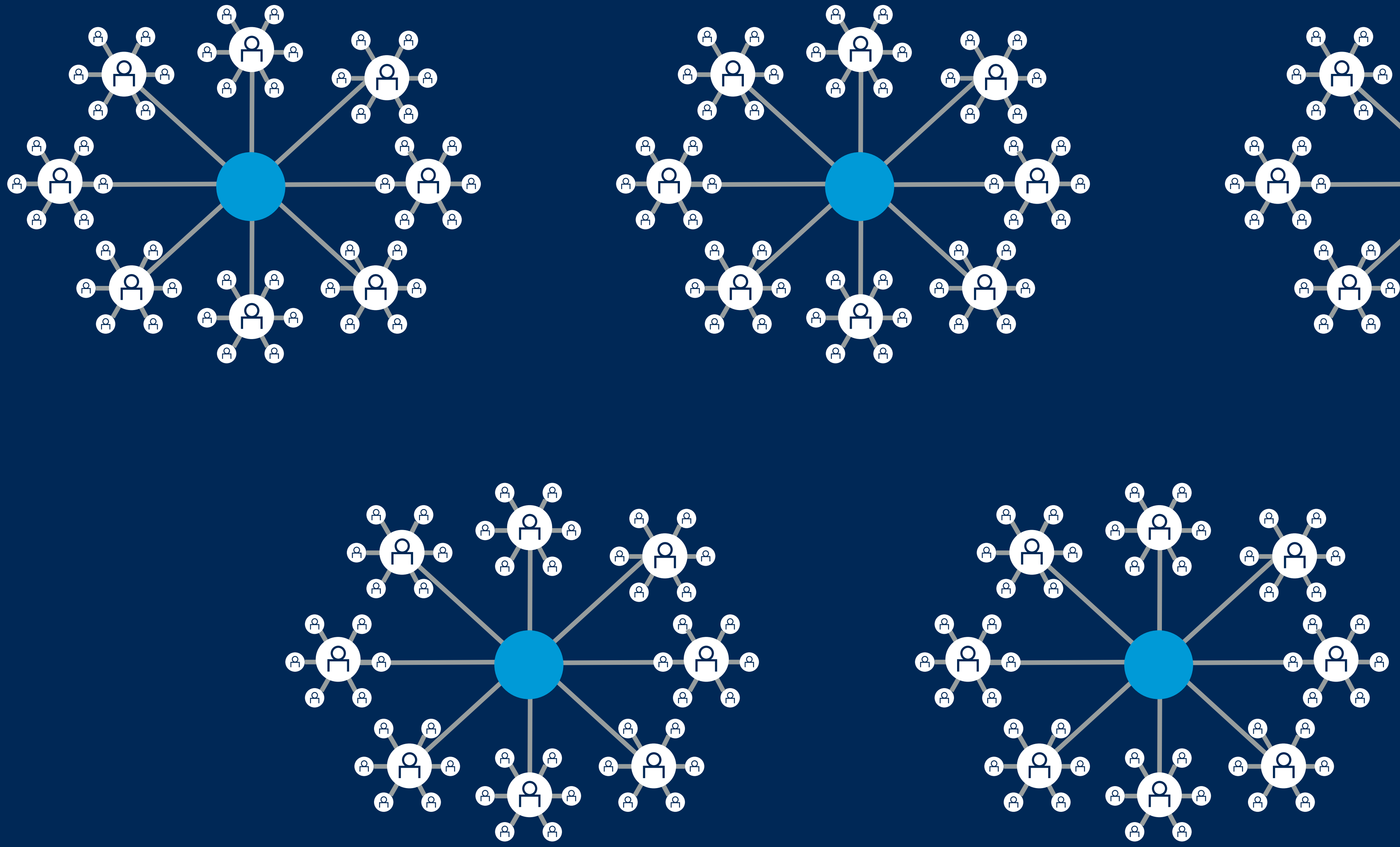
Only

4% of available enterprises have at least one Gartner seatholder

Gartner®



Gartner



$1B+

$1B+

$1B+

$1B+

$1B+

The Gartner Formula

For Long-Term,
Sustained,
Double-Digit
Growth

Gartner

The Gartner Formula

For Long-Term, Sustained, Double-Digit Growth

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The Gartner Formula

For Long-Term, Sustained, Double-Digit Growth

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For Long-Term, Sustained, Double-Digit Growth

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The Gartner Formula

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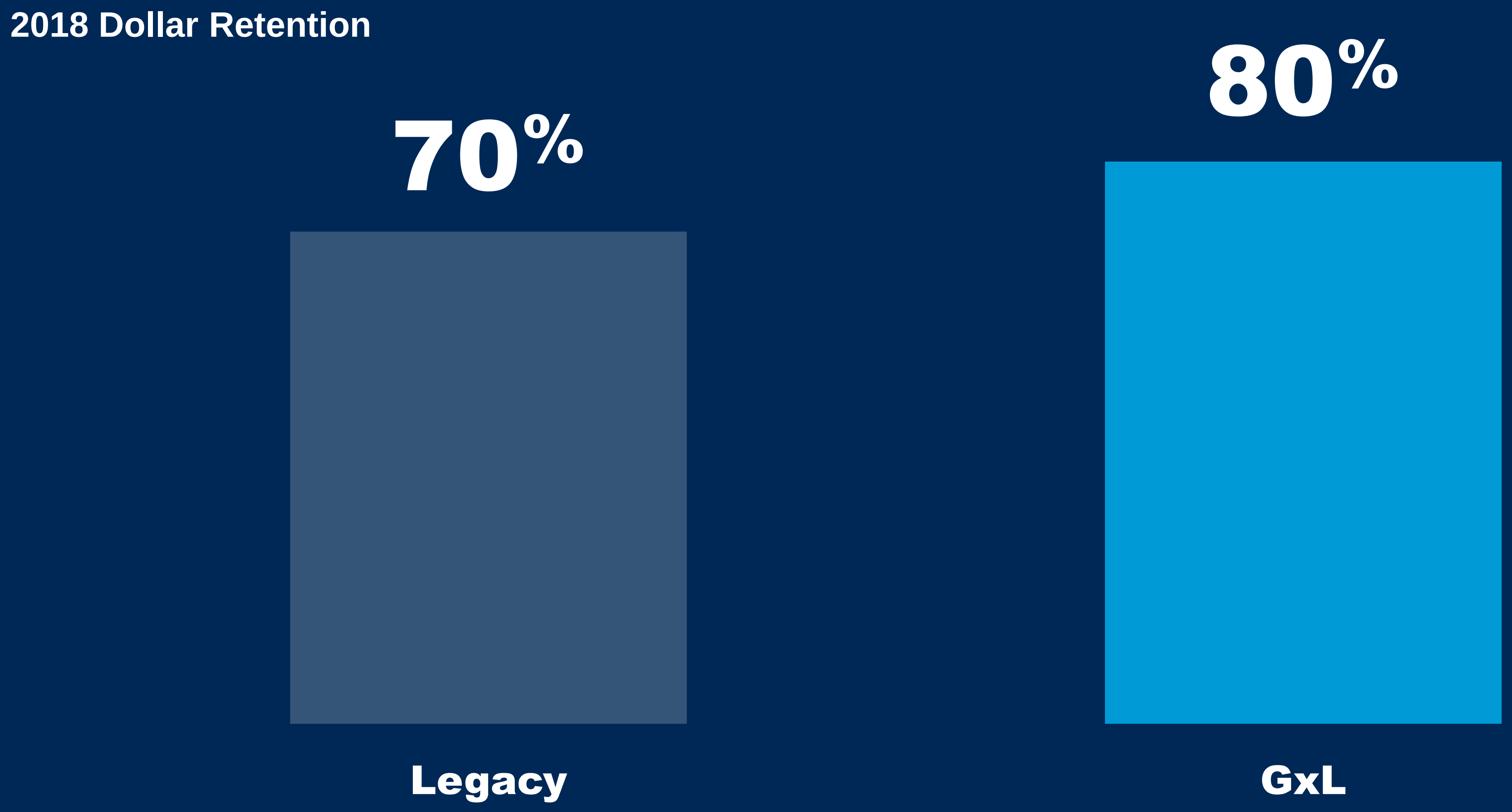
2018: Building the Foundation for Growth

Gartner®

GxL Product Structure

More Value Drives Stronger Retention



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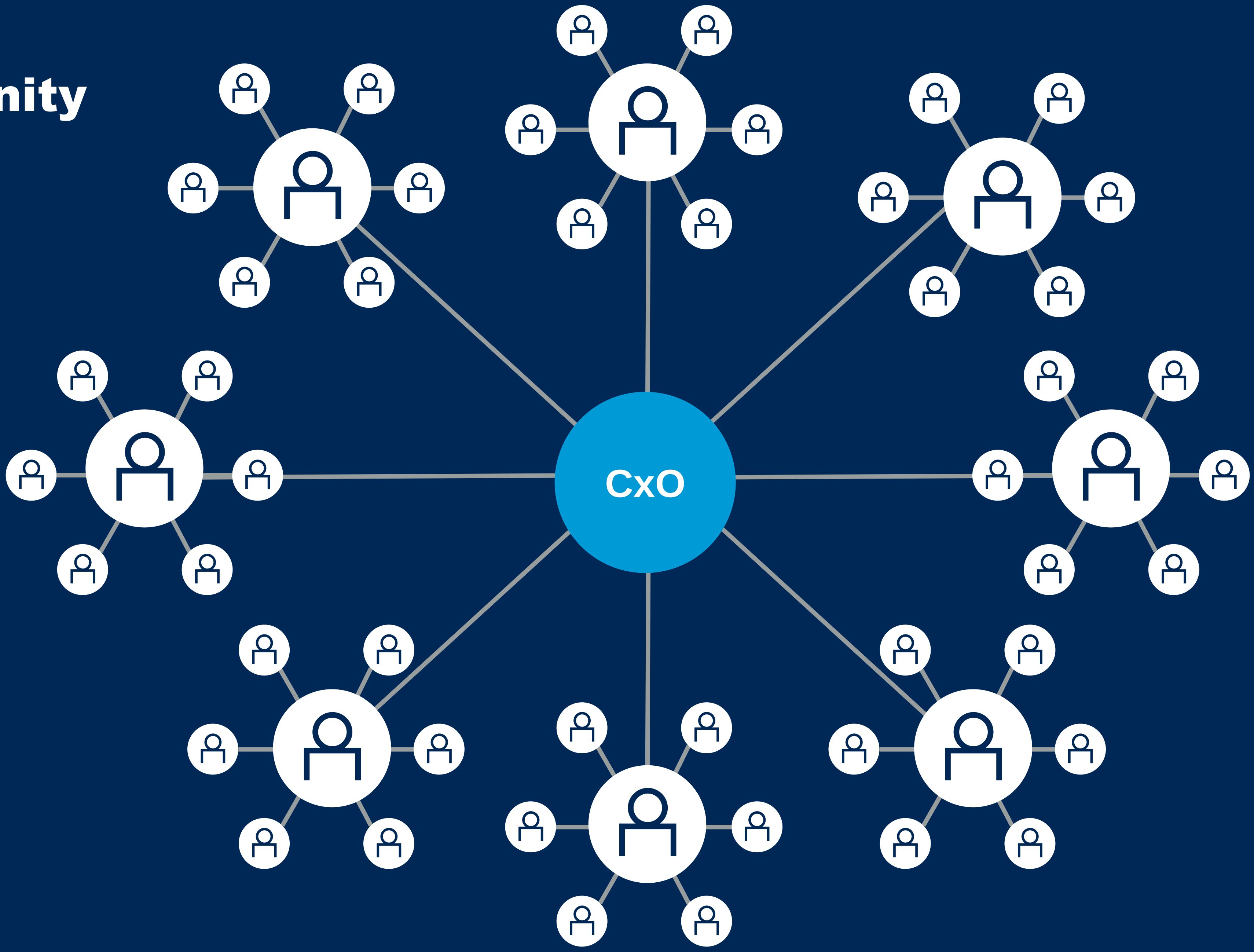
Growth Opportunity



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2018: Building the Foundation for Growth

1H 18

2H 18

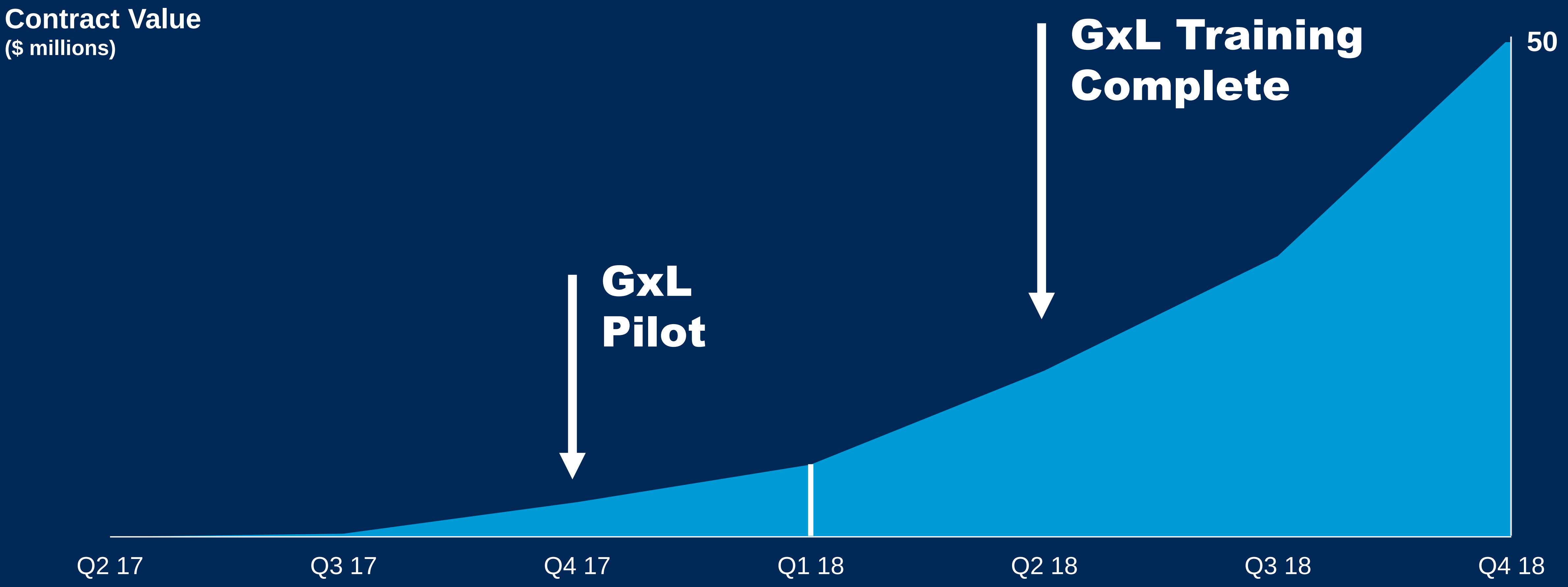
Product Training

Retention Programs

$100M

GxL New Business Sold in 2018

New GxL Products Launched



Note: Contract Value excludes Supply Chain and Marketing. At 2018 FX rates.

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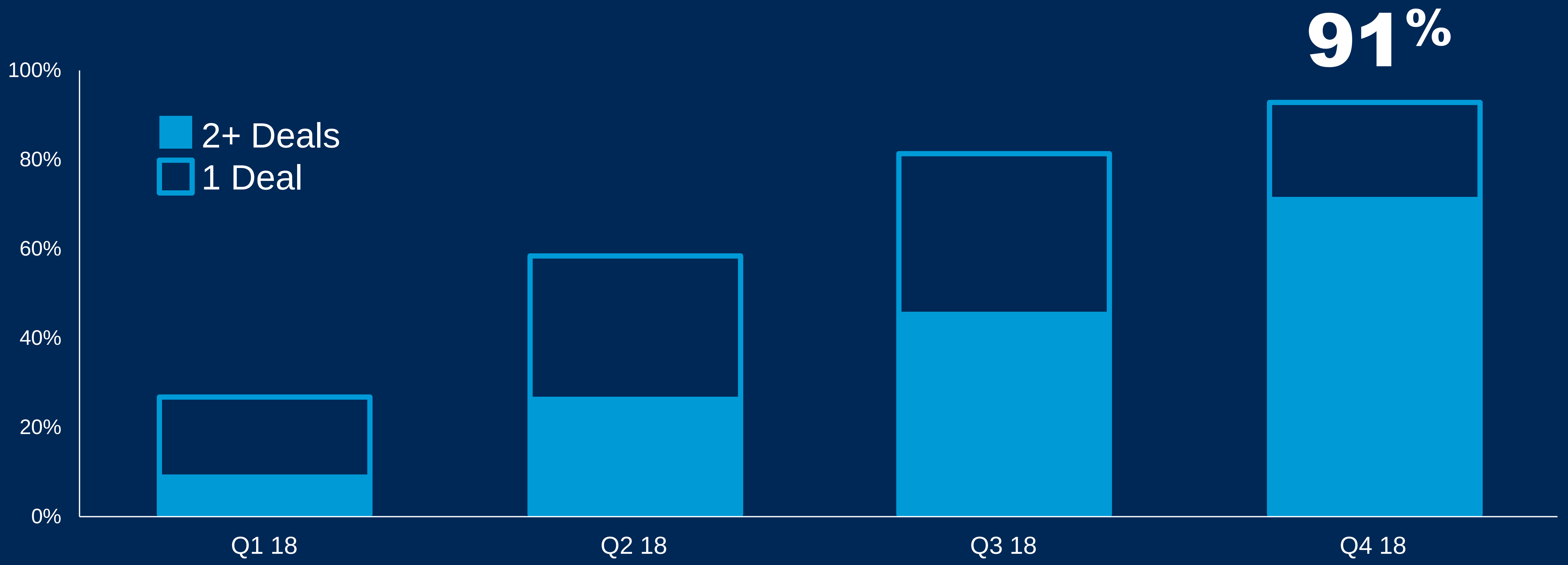
GxL Ramp Up



Note: Excludes sales associates with less than 3 months tenure. Excludes Supply Chain.

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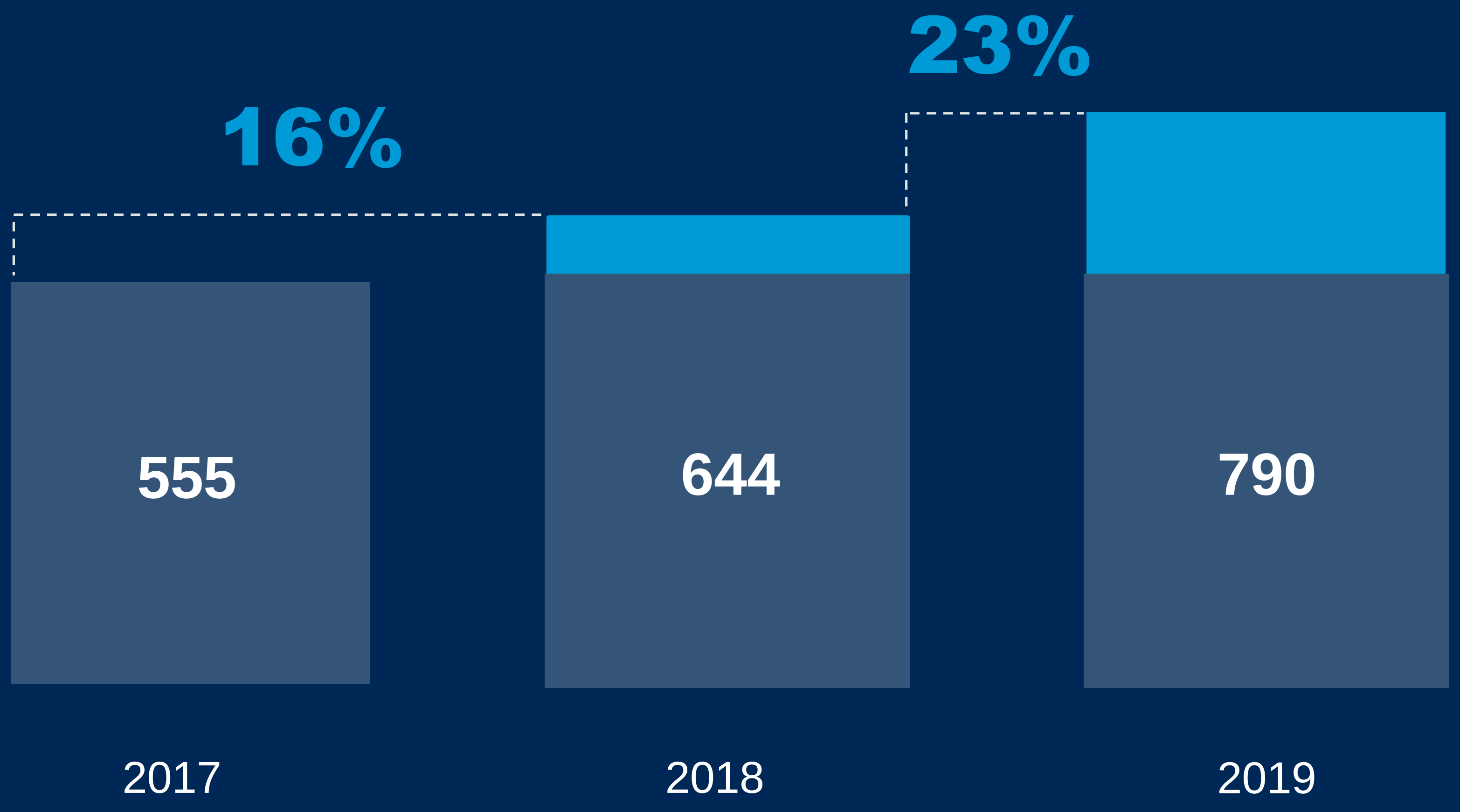
GBS Sales Force Growth



Gartner®

Prioritizing Territories to Capture Opportunity

Build a Long-Term Sales Career

High-Performance
Culture

Market
Opportunity

Career
Development

Interact at the
C-Level

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The Gartner Formula

Gartner®


The Gartner
Sales Excellence
Playbook

Sales Excellence Playbook

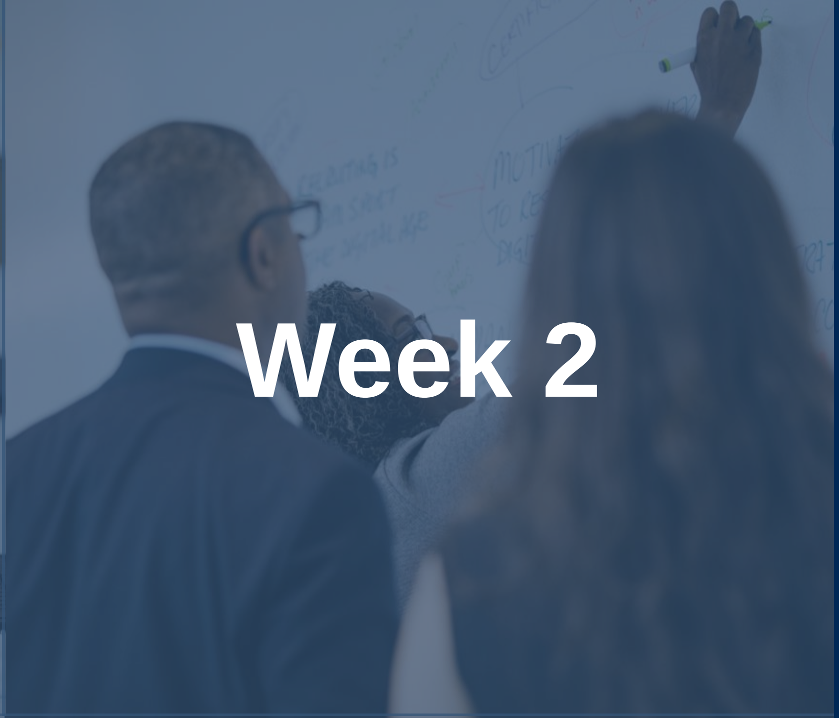
Recruiting

Training

Tools

Best Practices

Prioritizing Territories to Capture Opportunity



+GBS Function-Specific Training


July
August

The Gartner Formula

For Long-Term, Sustained, Double-Digit Growth

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GxL Products

Head Count

Retention

Sales Excellence Playbook

Opportunity

Leveraging the Gartner Formula for Double-Digit Growth

Craig Safian
Chief Financial Officer

Gartner®


IT
Service
Legal
Sales
Marketing
Supply Chain
Human Resources
Finance
Gartner

Roadmap

Gartner Formula & Business Model

Investments for Long-Term Growth

Driving Shareholder Value

Gartner

The Gartner Formula

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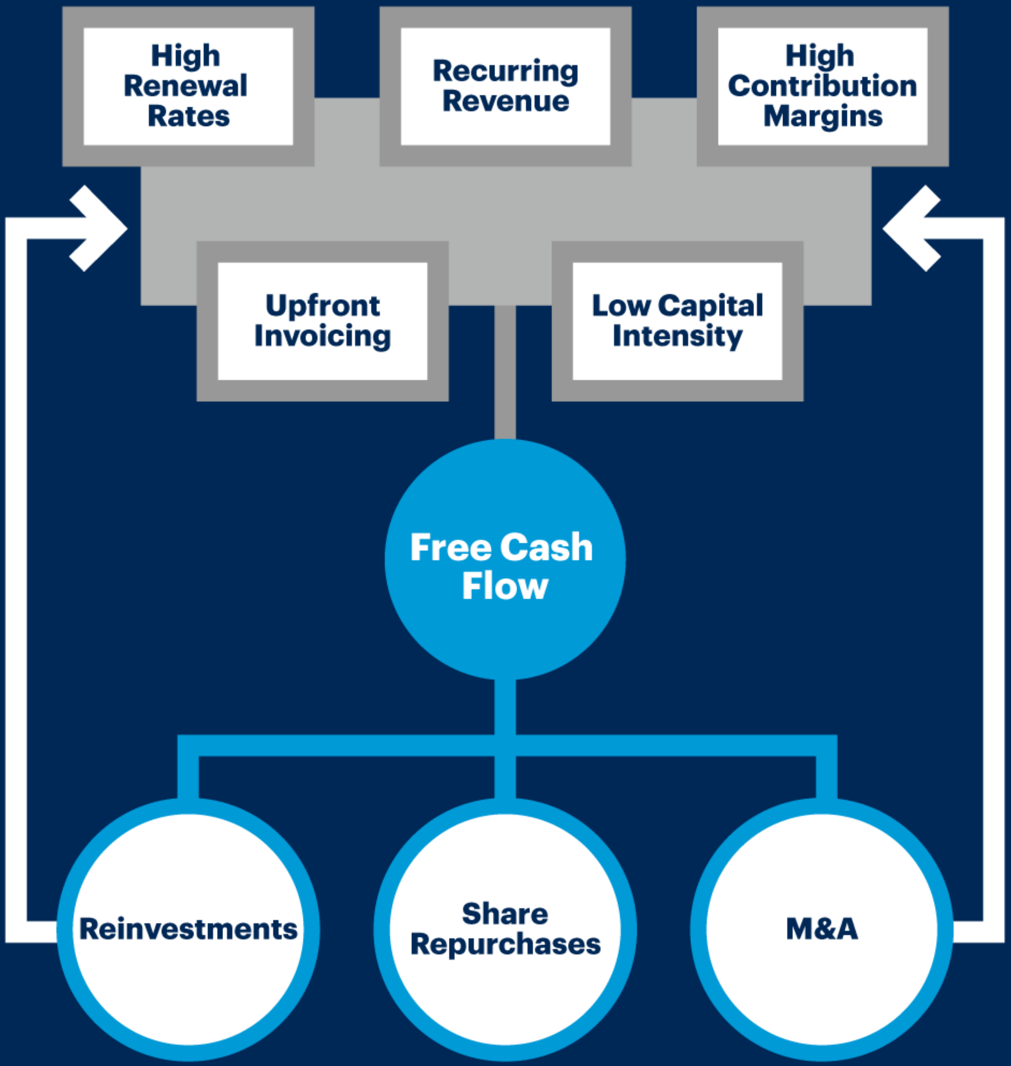
Gartner Business Model



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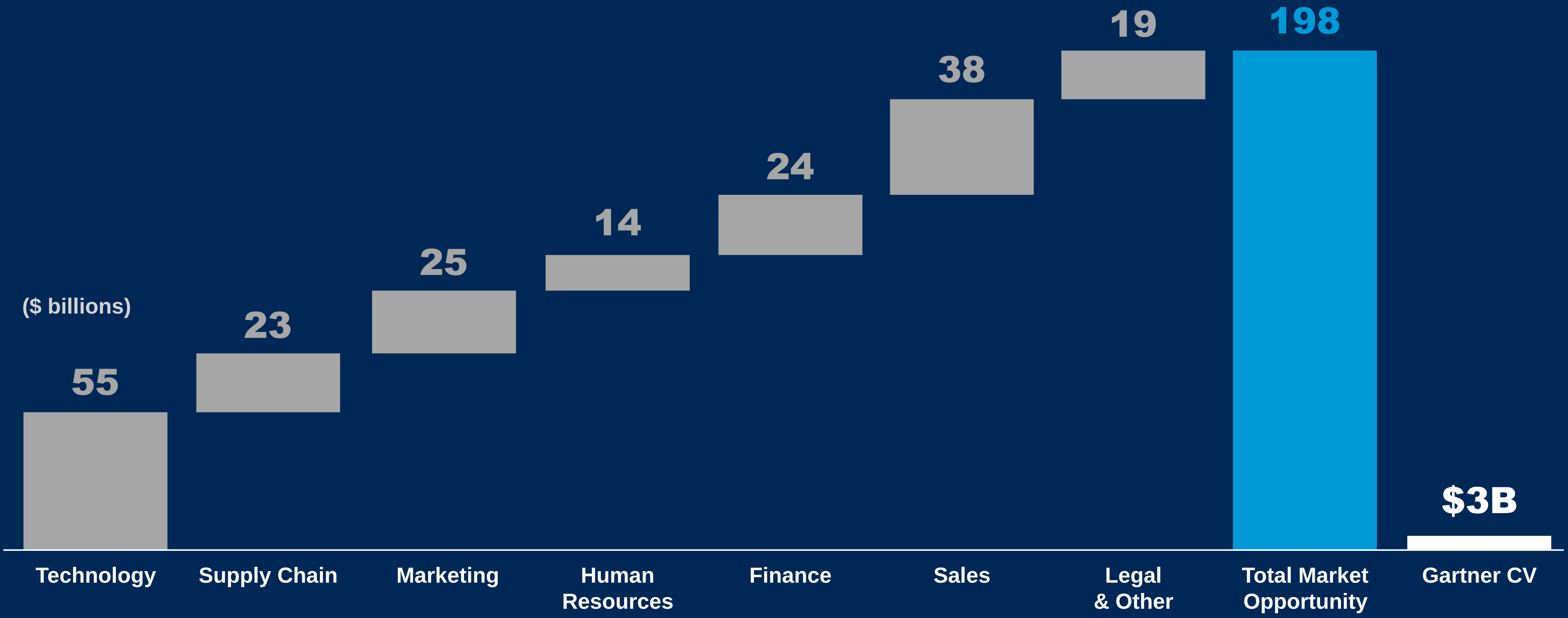
Vast Market Opportunity



Source: internal Gartner estimates.

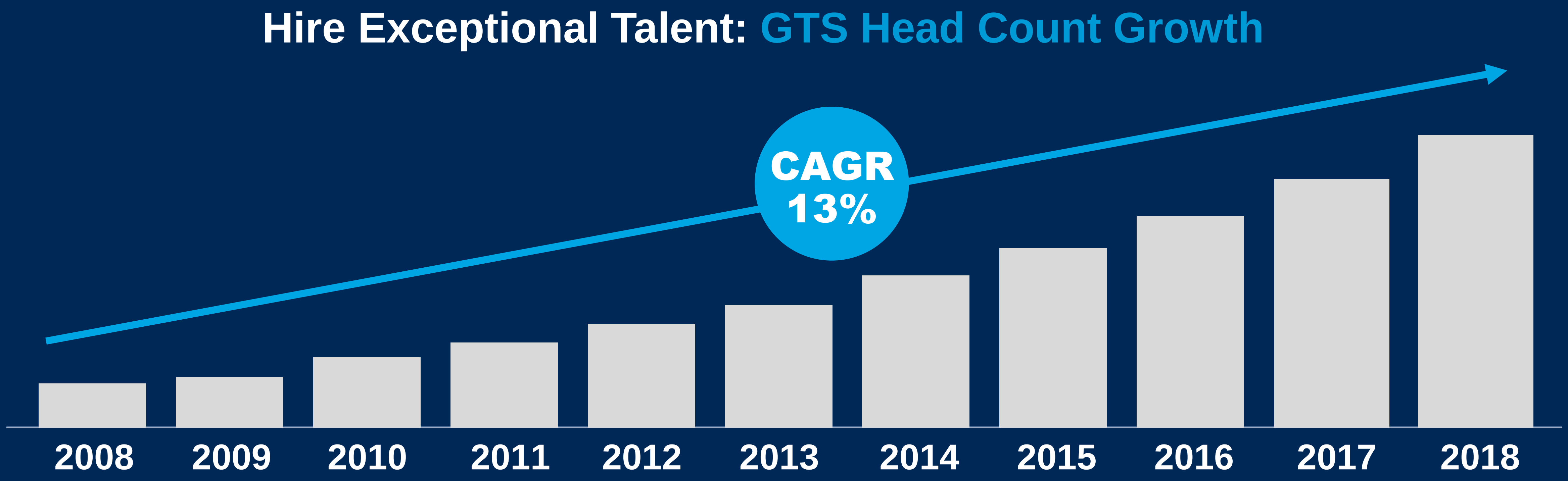
How We Grow GTS

Growing Sales Head Count

Improving Sales Productivity

Gartner

How We Grow GTS



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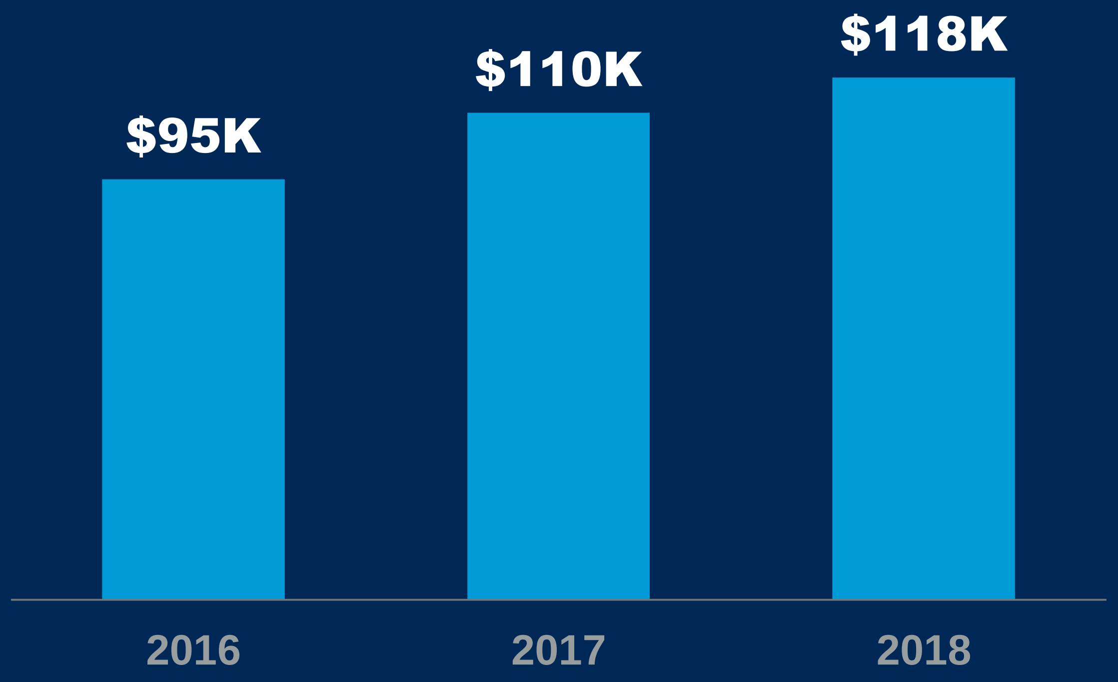
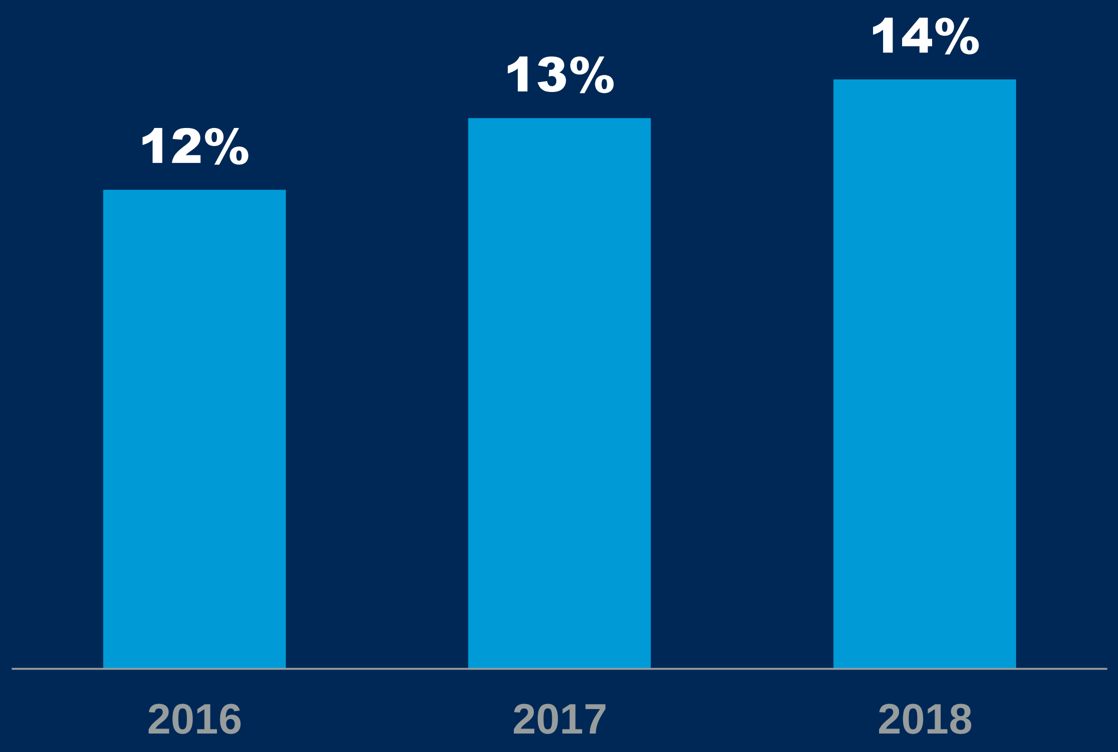
How We Grow GTS

Sales Productivity



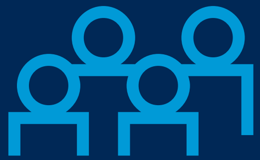
GTS CV Growth



Note: Productivity is net Contract Value increase at 2018 FX rates divided by opening period quota-bearing headcount.

Gartner®

How We Grow GBS

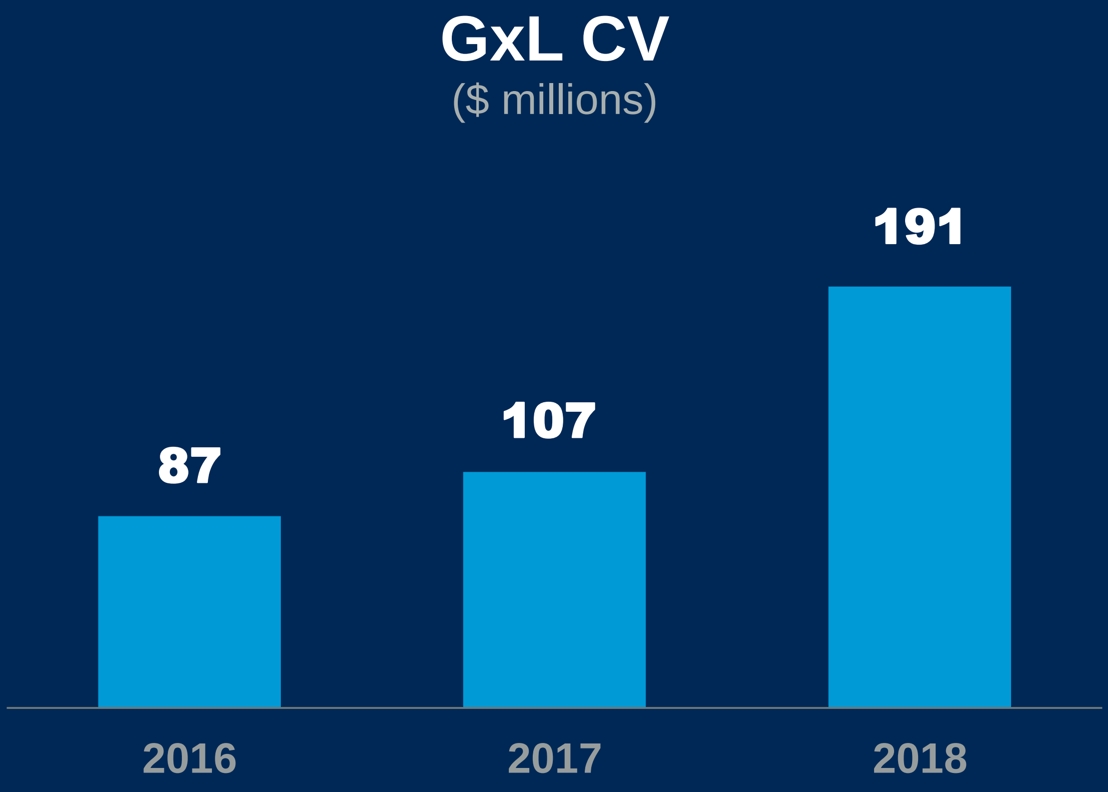


Growing Sales Head Count

Improving Sales Productivity

Gartner

How We Grow GBS



Note: Includes all GxL products at 2019 FX rates.

GBS Growth

GxL Products

Head Count

Retention

Sales Excellence Playbook

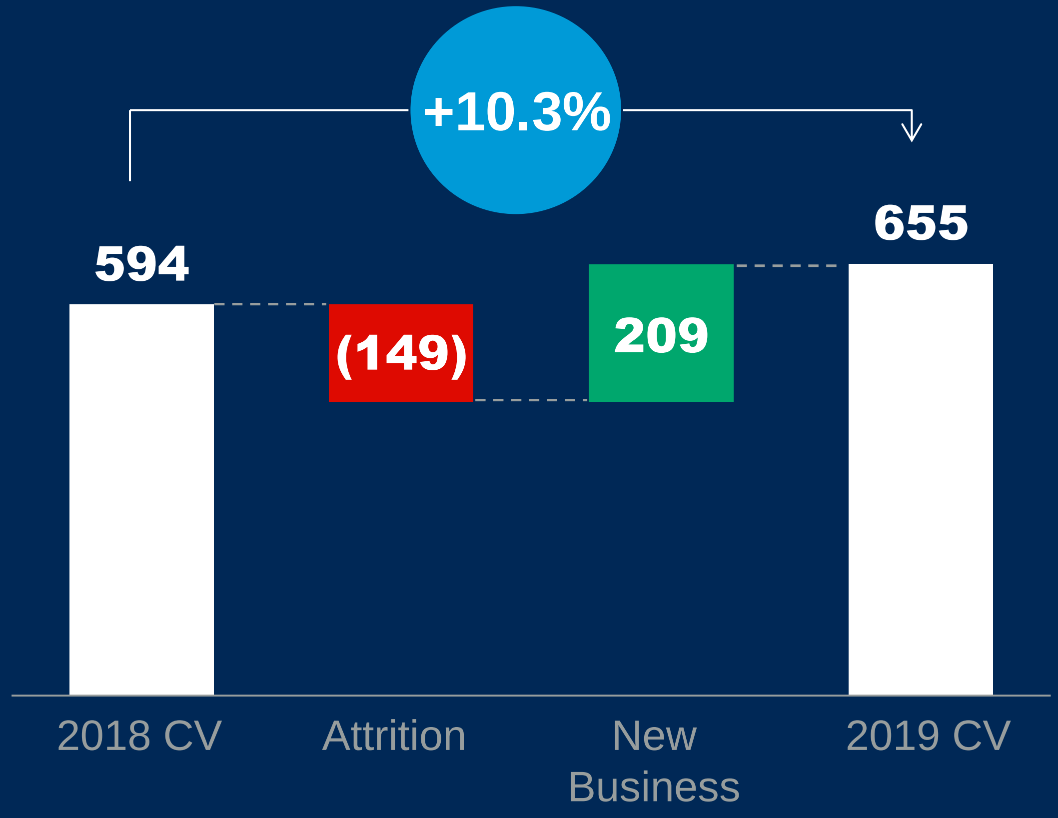
Opportunity

GBS: Paths to Double-Digit Growth

Potential 2019 GBS CV Growth

New Business Productivity Improvement

Attrition Improvement		0%	1%	3%
	0	8.0%	8.3%	9.0%
	1pt	9.0%	9.3%	10.0%
	2pts	9.9%	10.3%	11.0%



Note: 2019 FX rates.
2019 Attrition = $594M CV x 25% attrition rate
2019 New Business = 790 QBH x ($262k new business per QBH x 101%)

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Medium-Term Objectives

		Growth Rate
Research	GTS	12 – 16%
	GBS	12 – 16%
Conferences		5 – 10%
Consulting		3 – 8%
Revenue		10 – 14%

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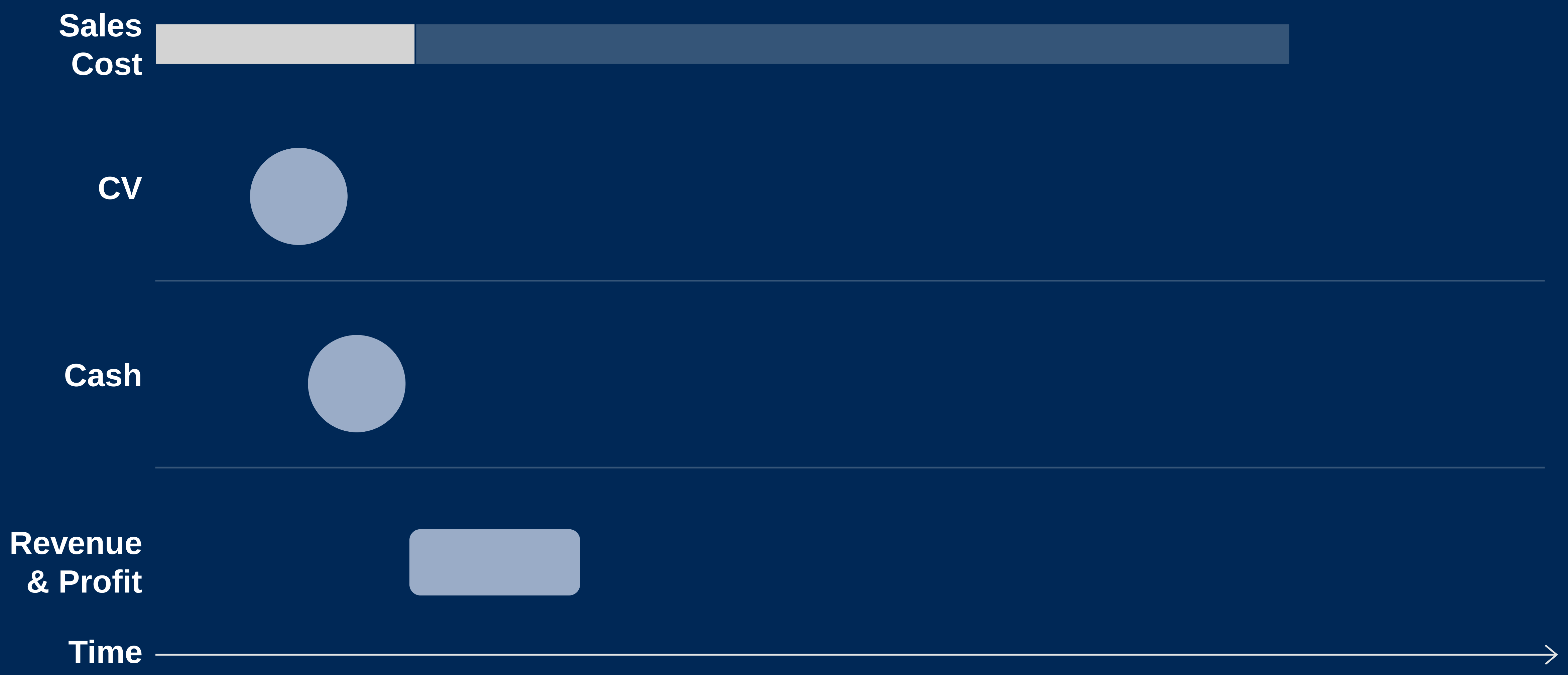
Investing for Growth

Sales Investment and Returns



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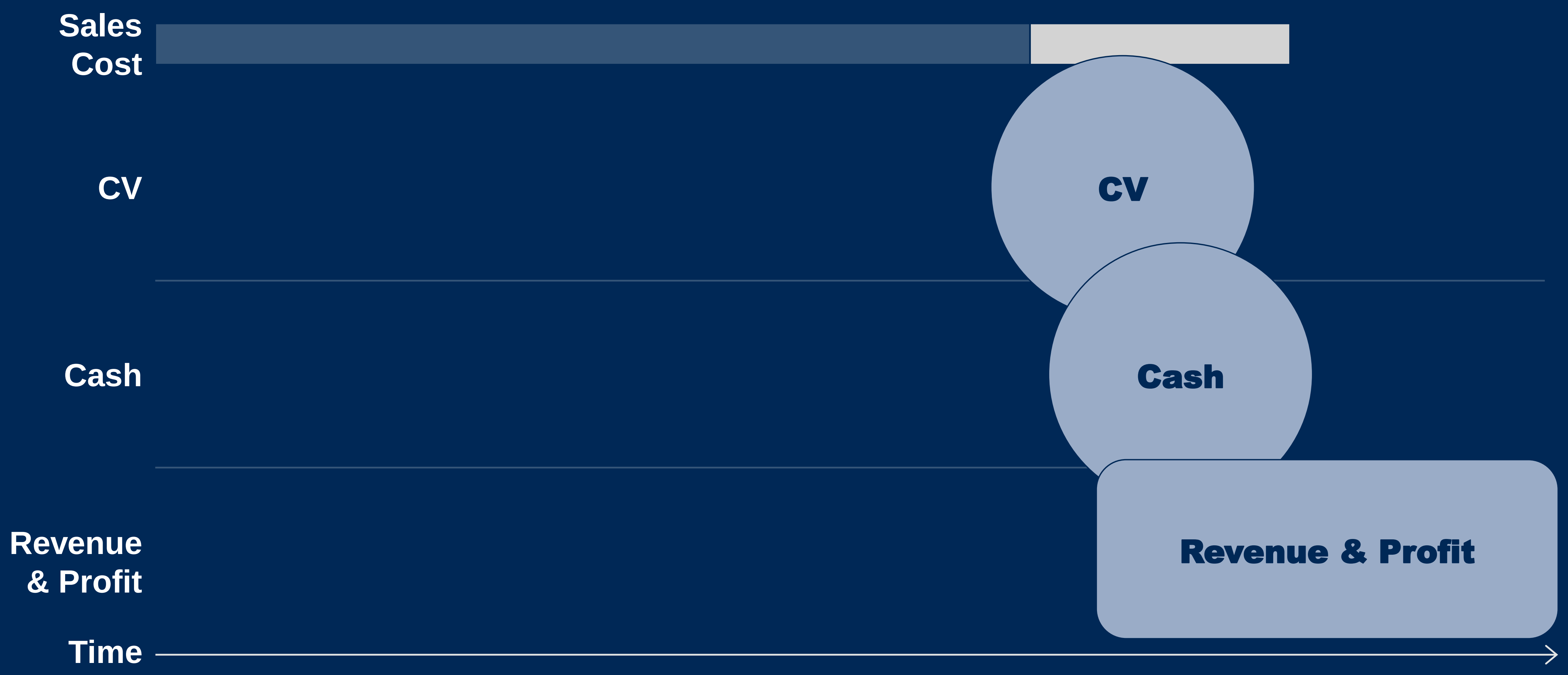
Sales Investment and Returns



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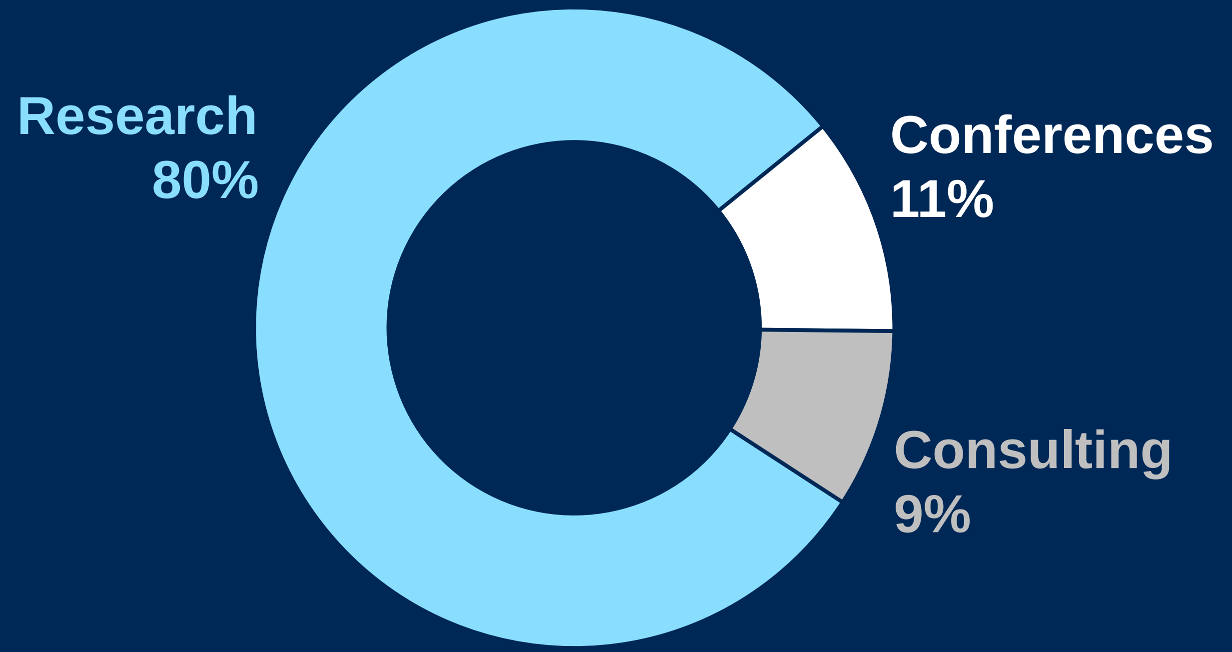
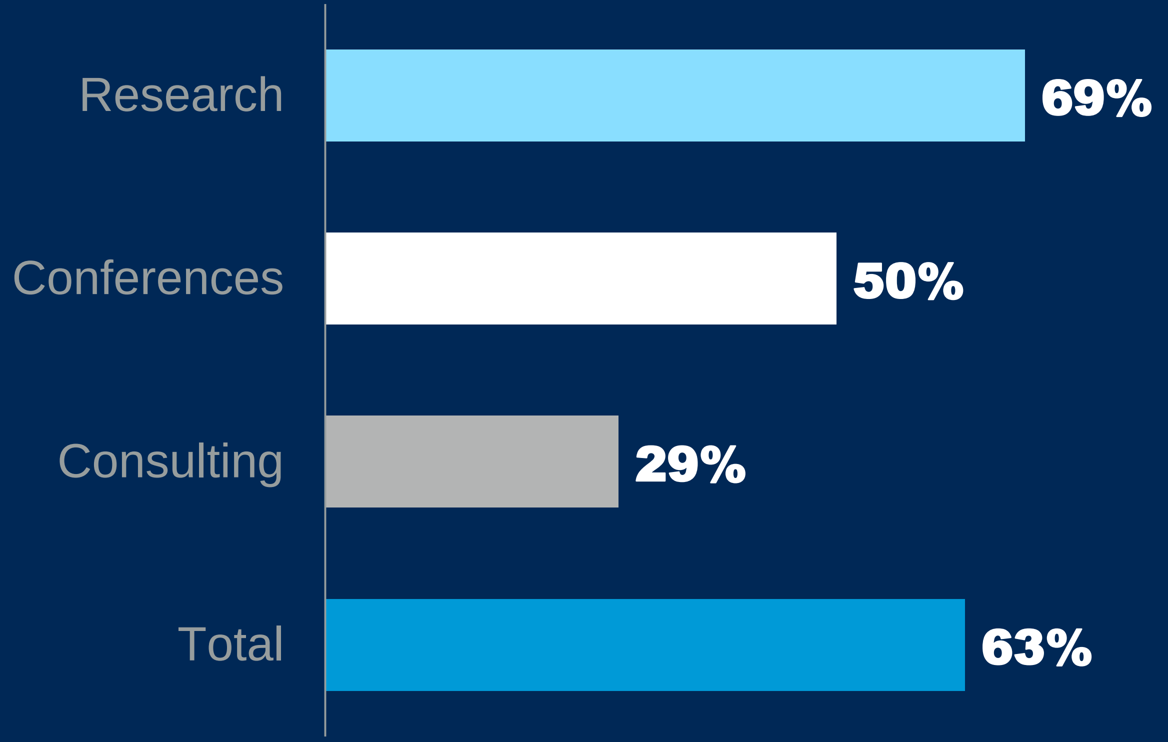
Gartner Revenue and Contribution Margin

2018 Revenue Mix



2018 Contribution Margin



Note: Research Contribution includes retired products.

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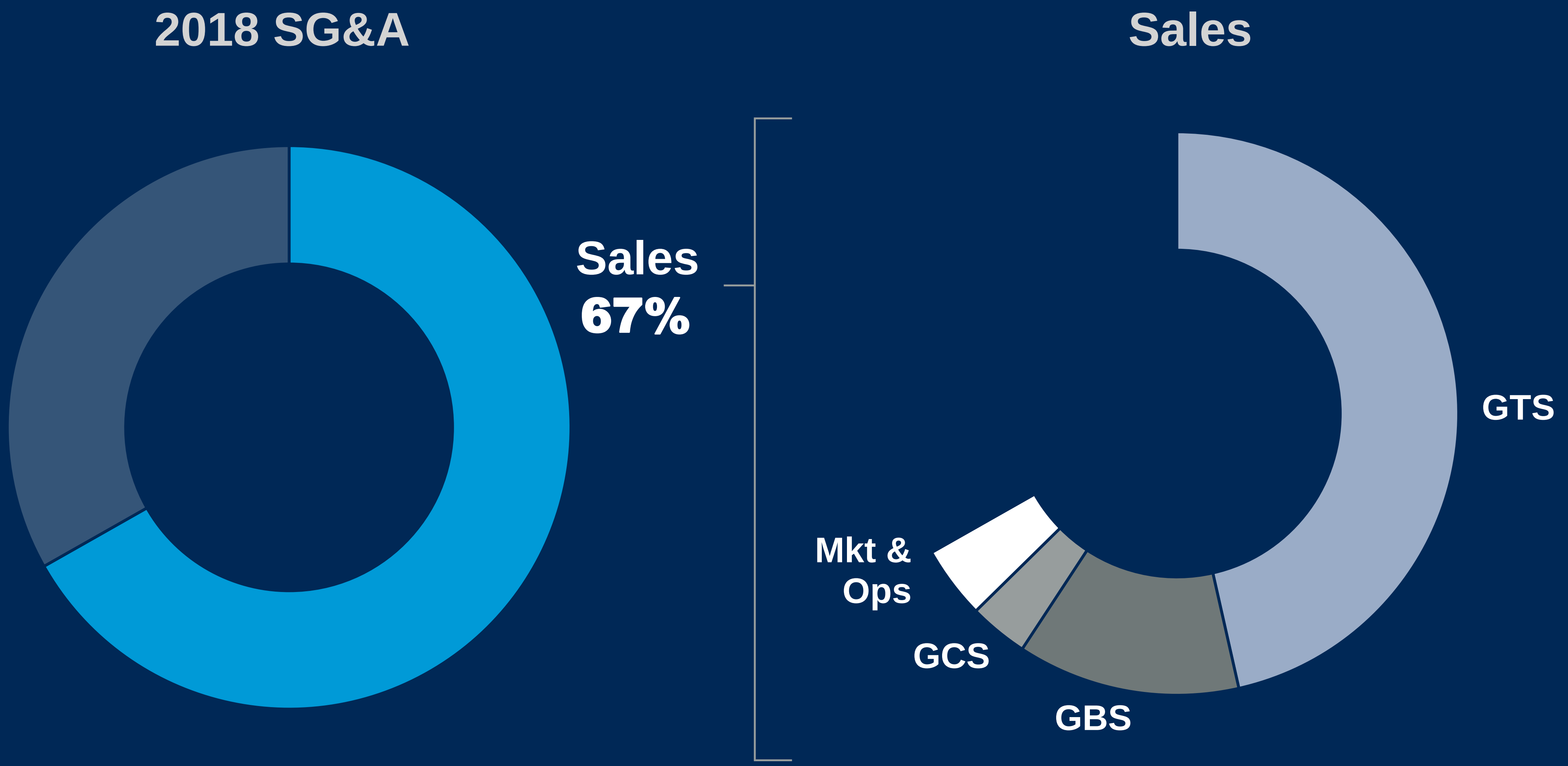
Gartner: SG&A



Note: Excludes non-recurring expenses.

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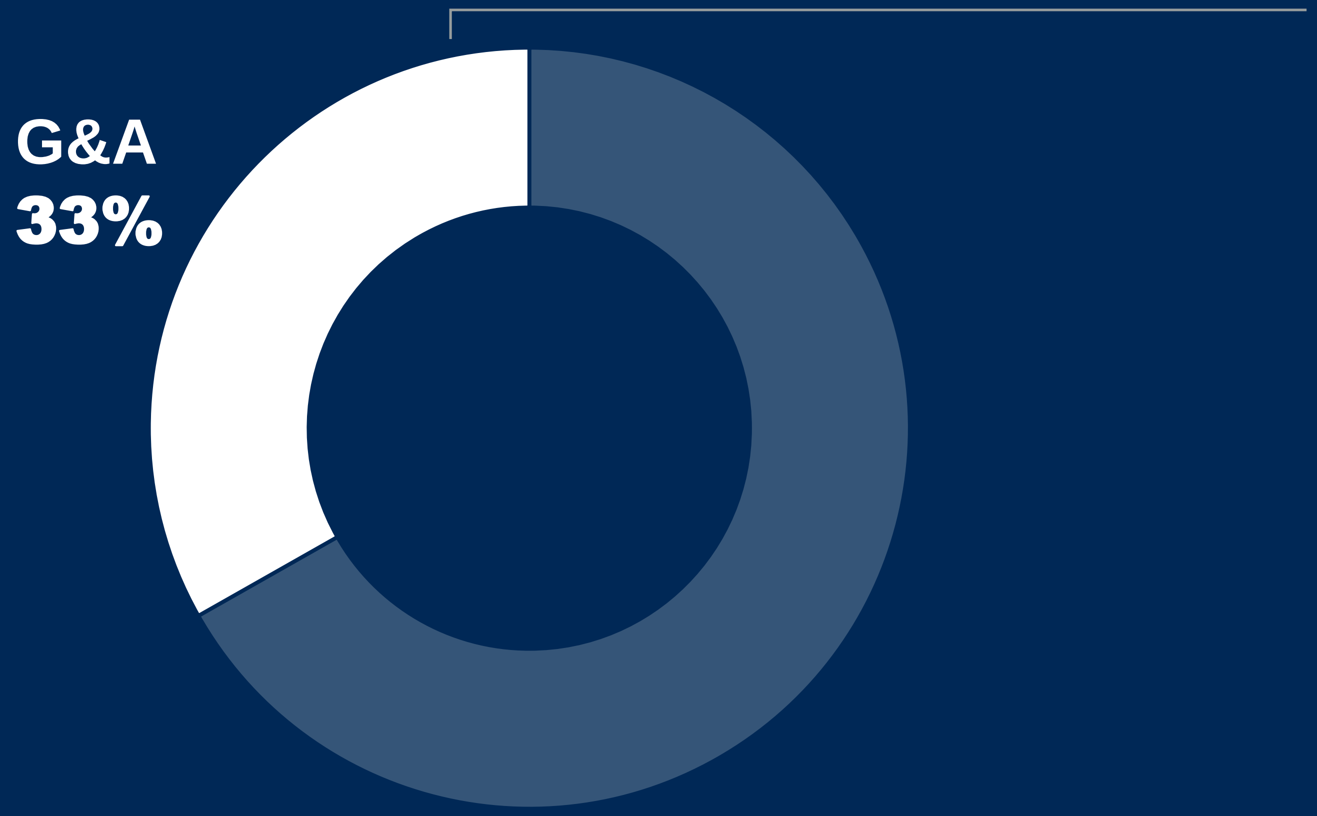
Gartner: SG&A

2018 SG&A



- Technology
- Real Estate
- HR/Recruiting
- Finance
- Legal

Note: Excludes non-recurring expenses.

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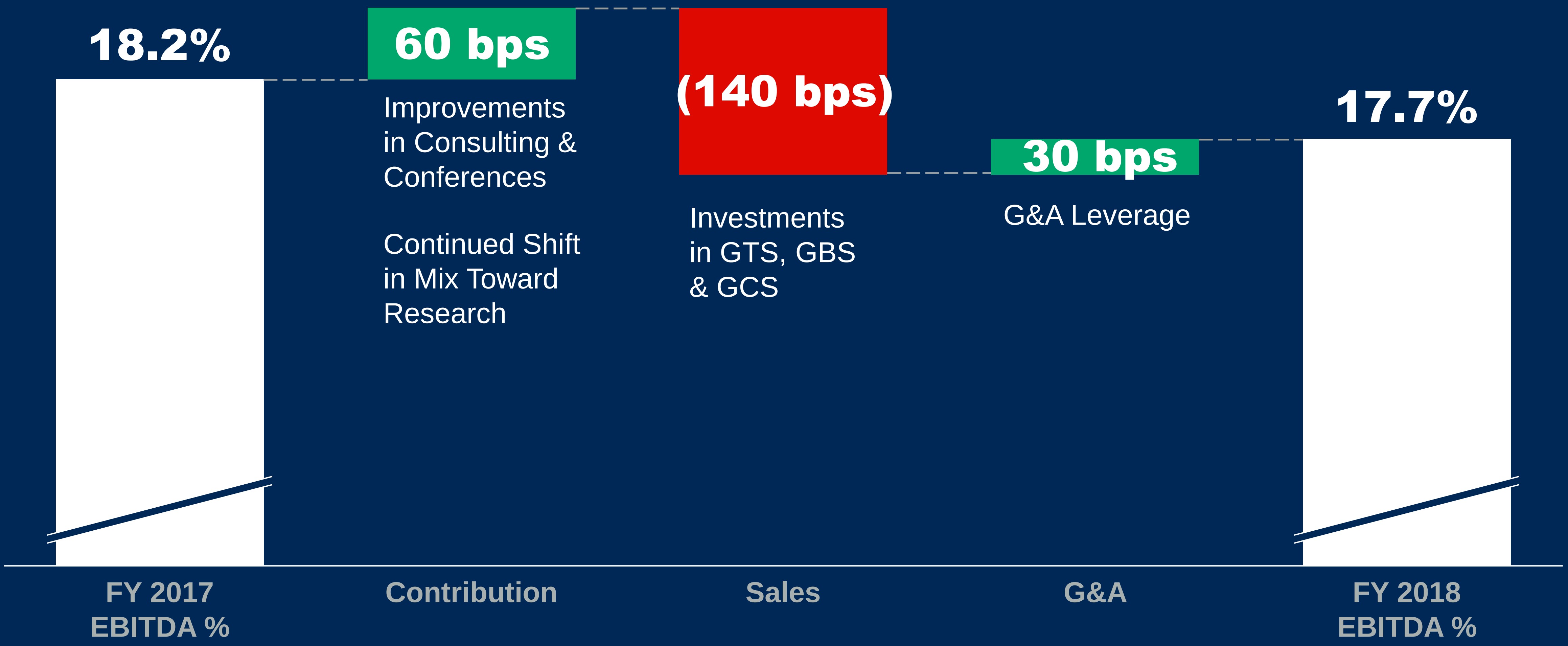
2018 Margin Bridge



Note: EBITDA % is adjusted EBITDA excluding divested operations divided by adjusted revenue excluding divested operations.

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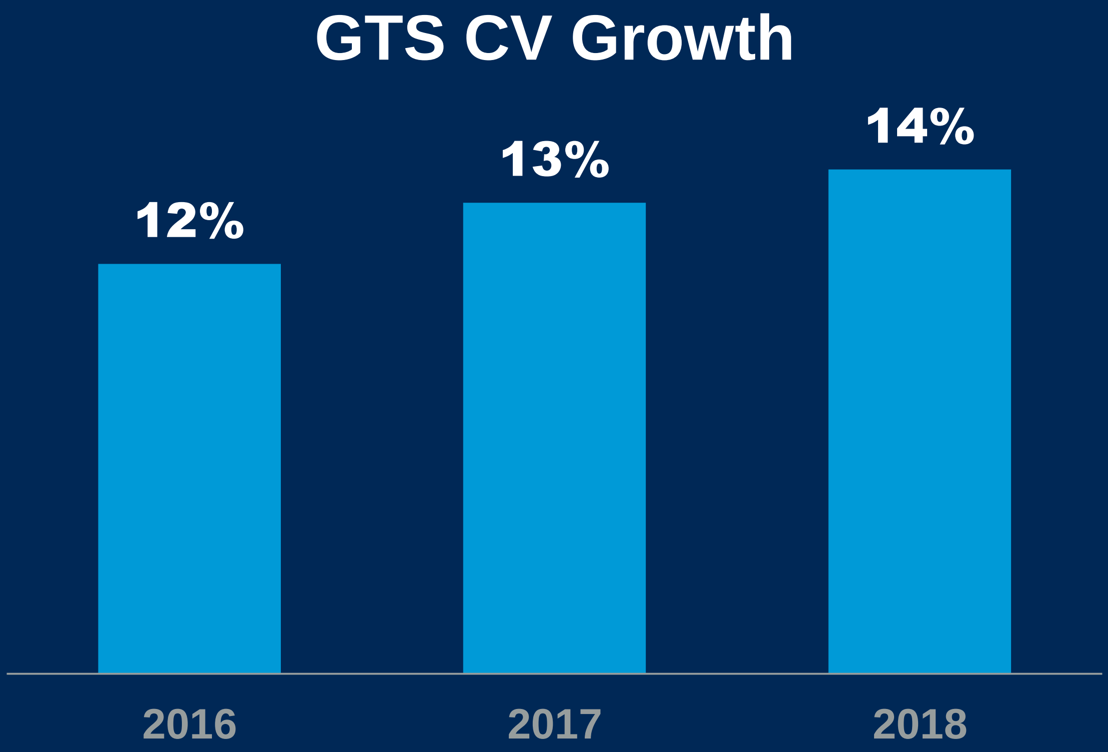
Investing in GTS



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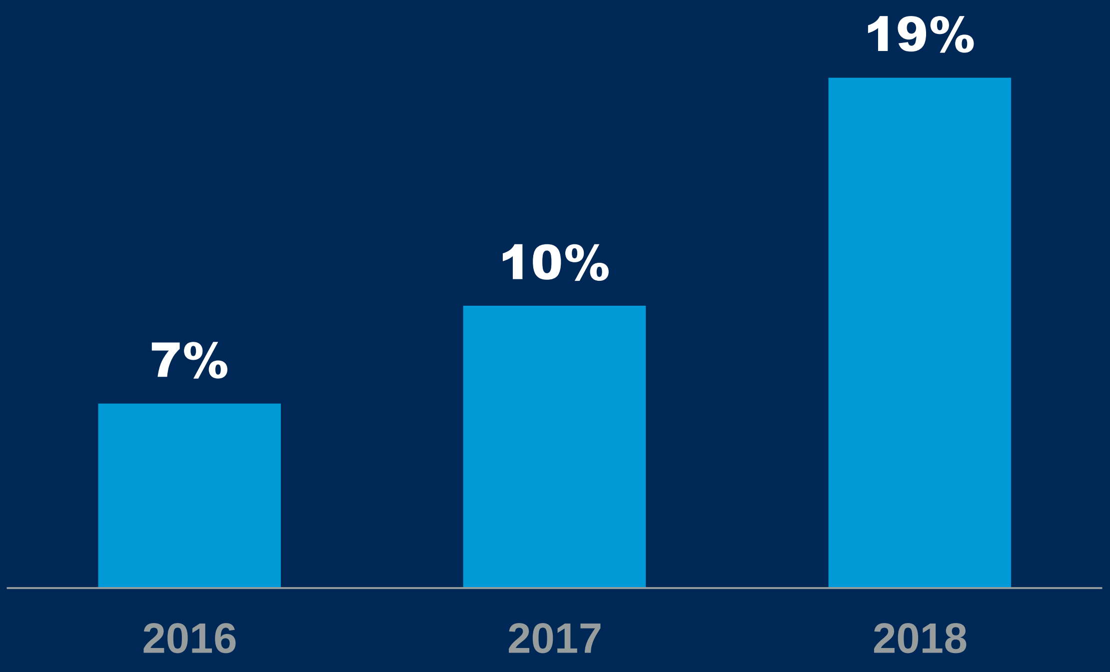
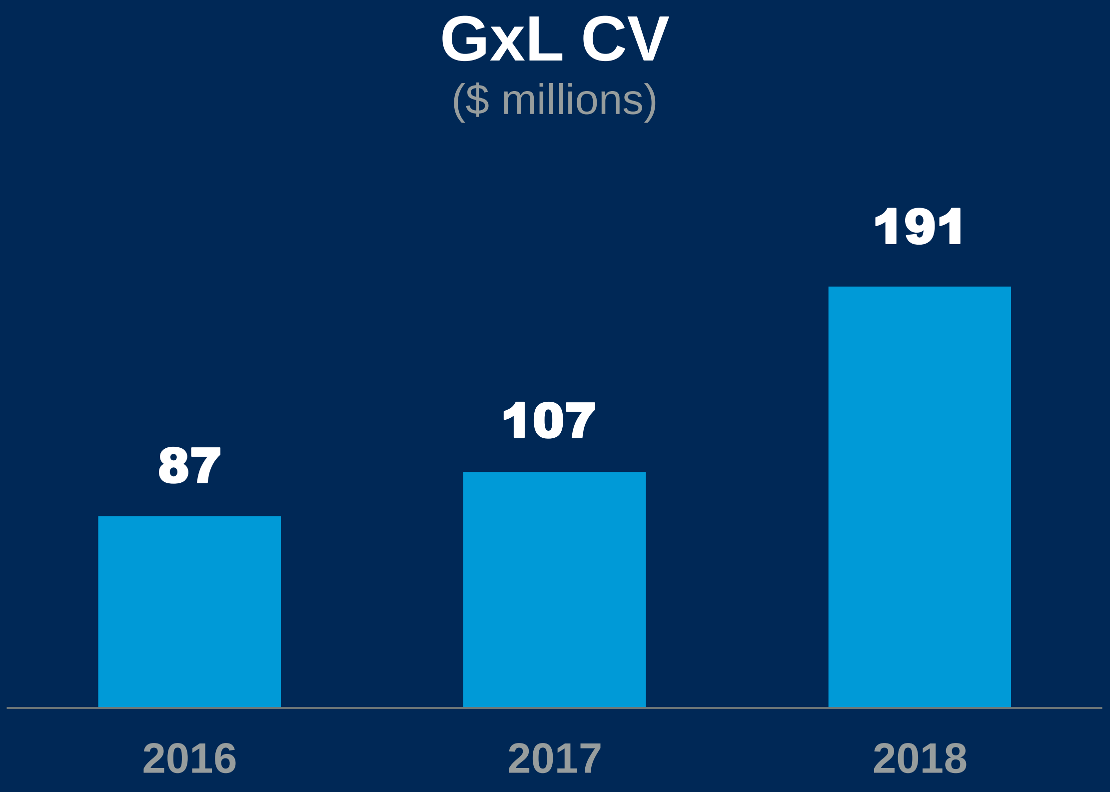
Investing in Conferences

Conferences Revenue Growth



Note: Adjusted Revenue growth is on a combined basis for 2017 and 2018.

Investing in GBS



Note: Includes all GxL products at 2019 FX rates.

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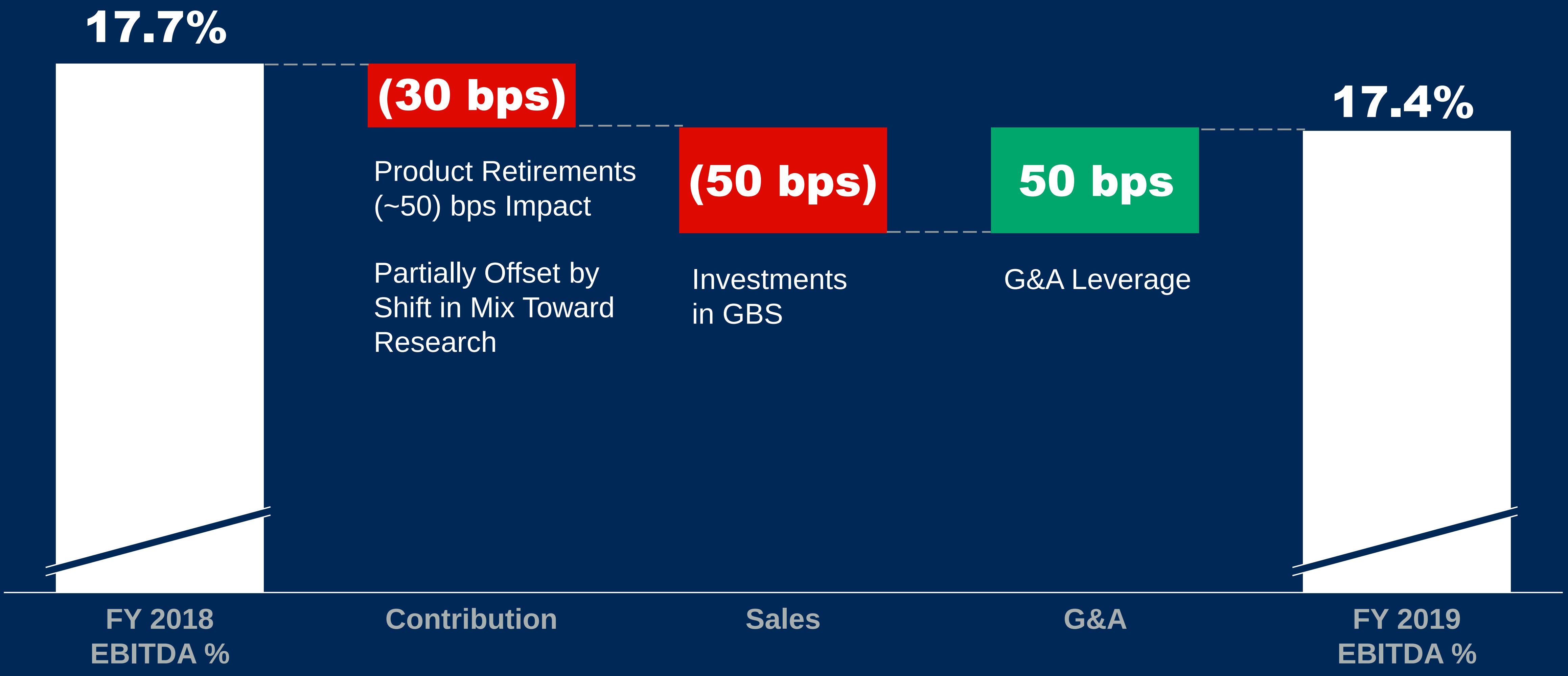
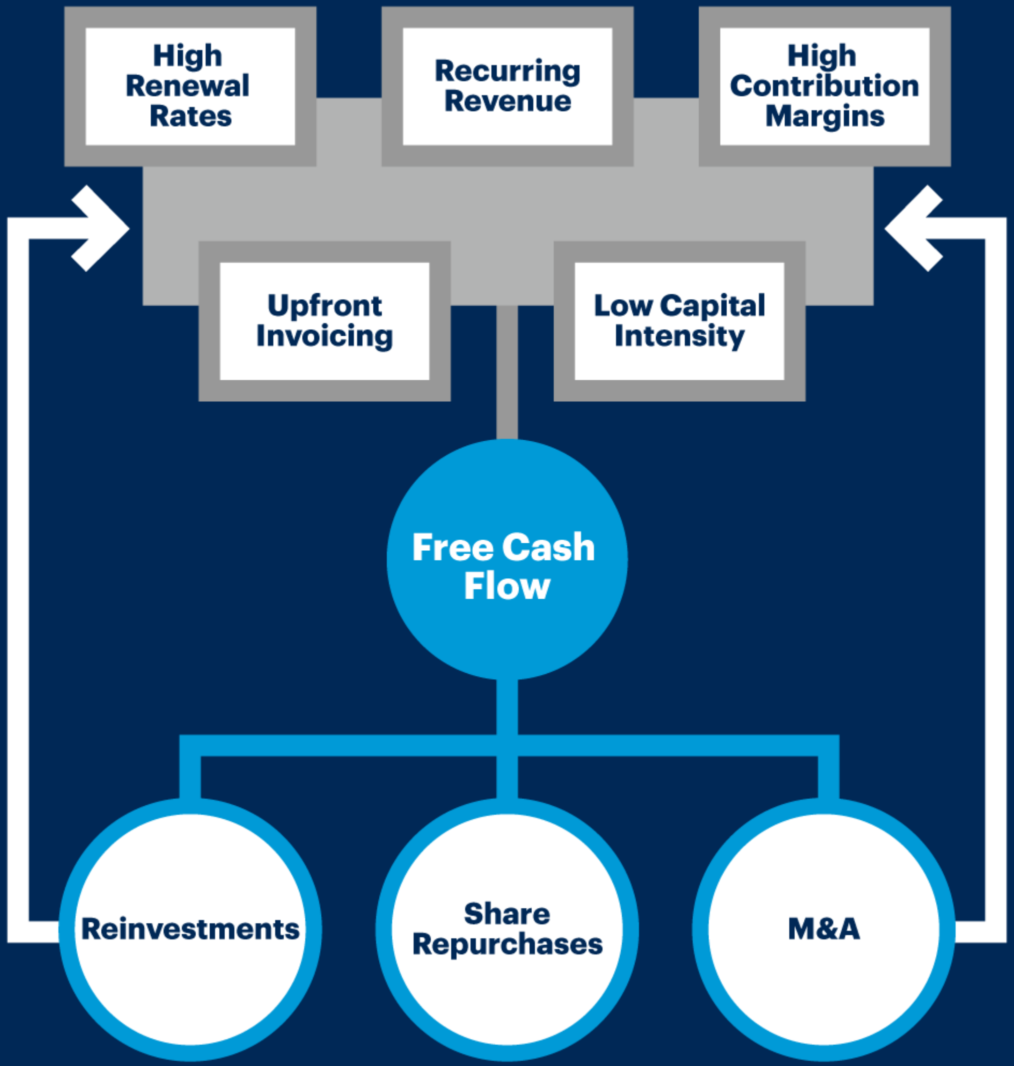
2019 Margin Bridge

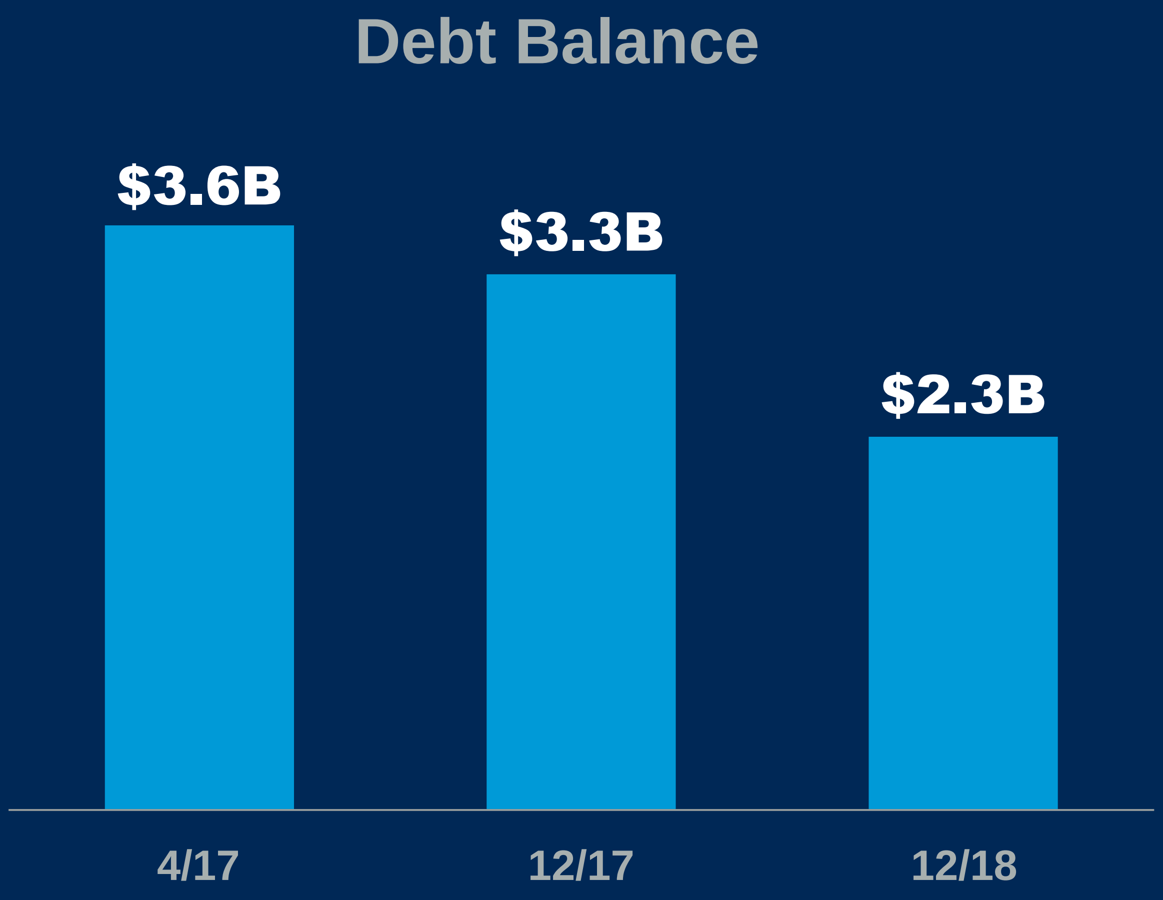


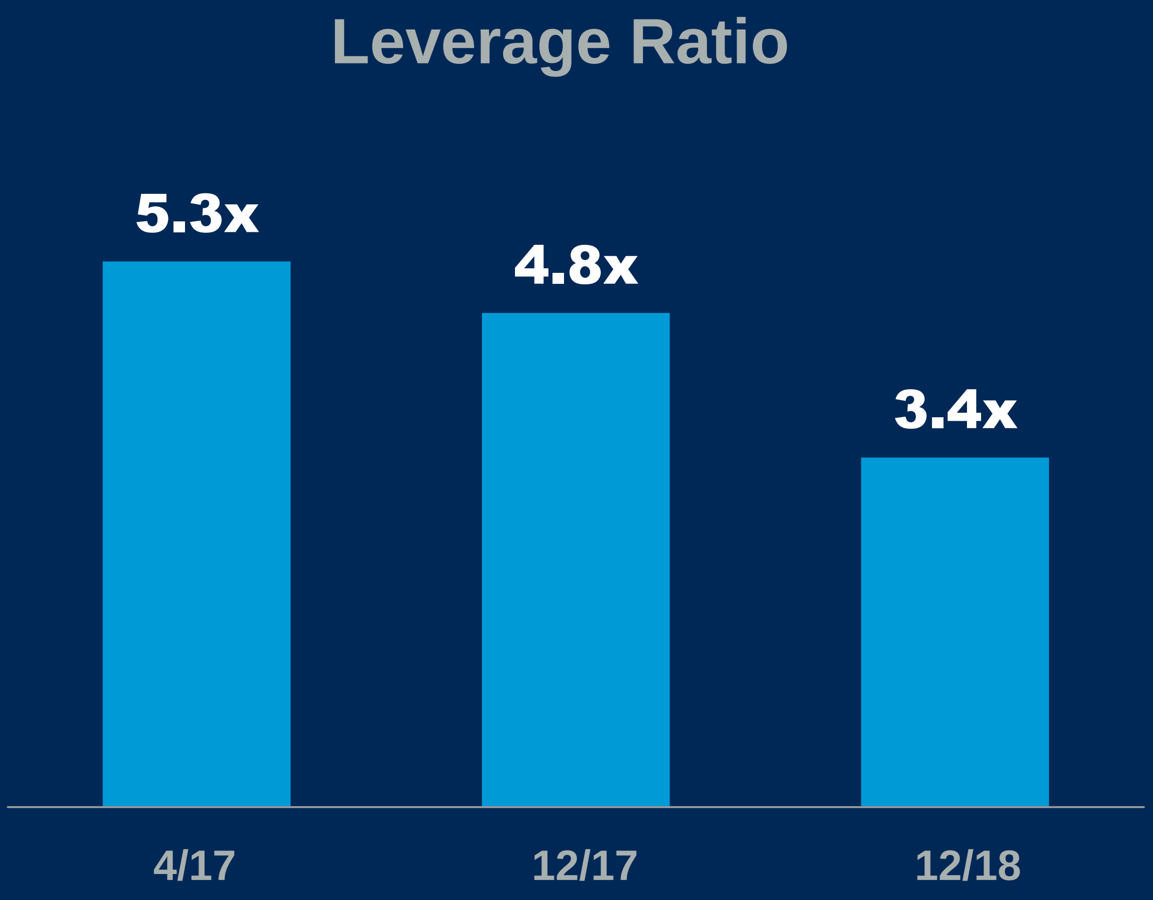
Note: EBITDA % is adjusted EBITDA excluding divested operations divided by adjusted revenue excluding divested operations.
2019 EBITDA is midpoint of guidance.

Business Model



2018 Capital Allocation





Note: Debt to EBITDA based on gross debt balances divided by LTM adjusted EBITDA. 2018 adjusted EBITDA excludes divested operations.

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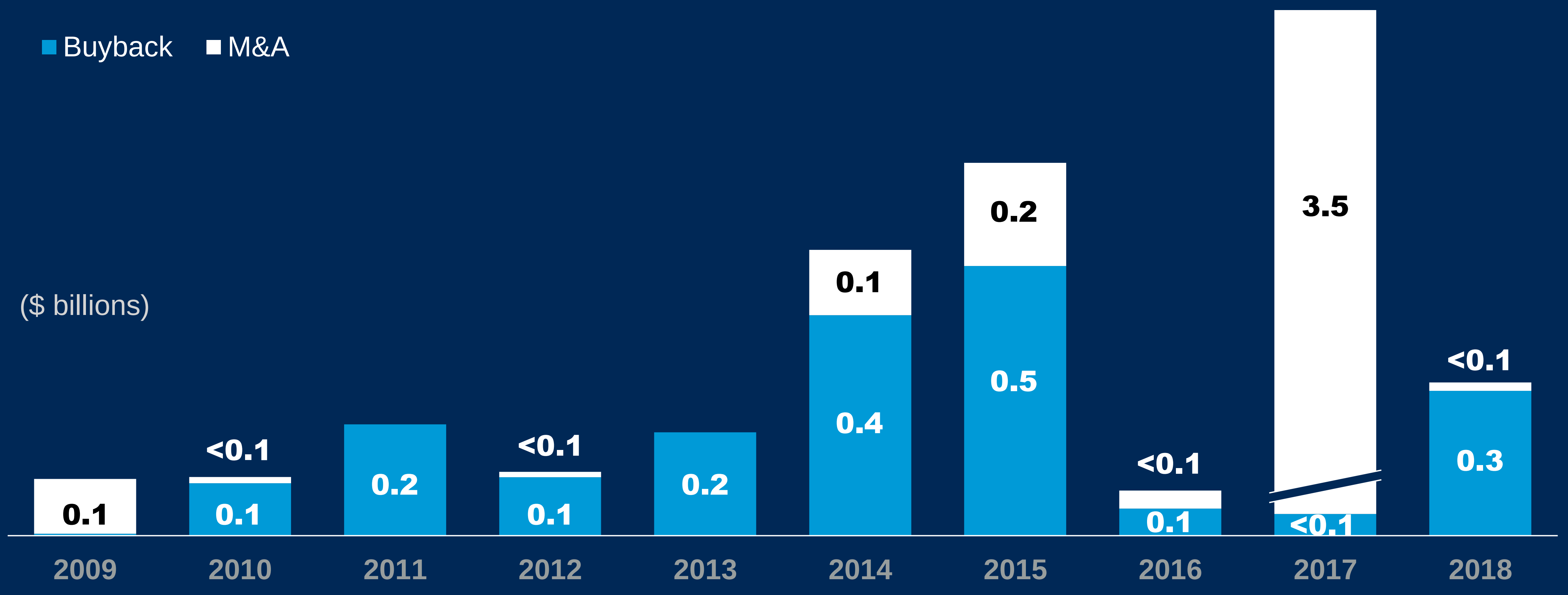
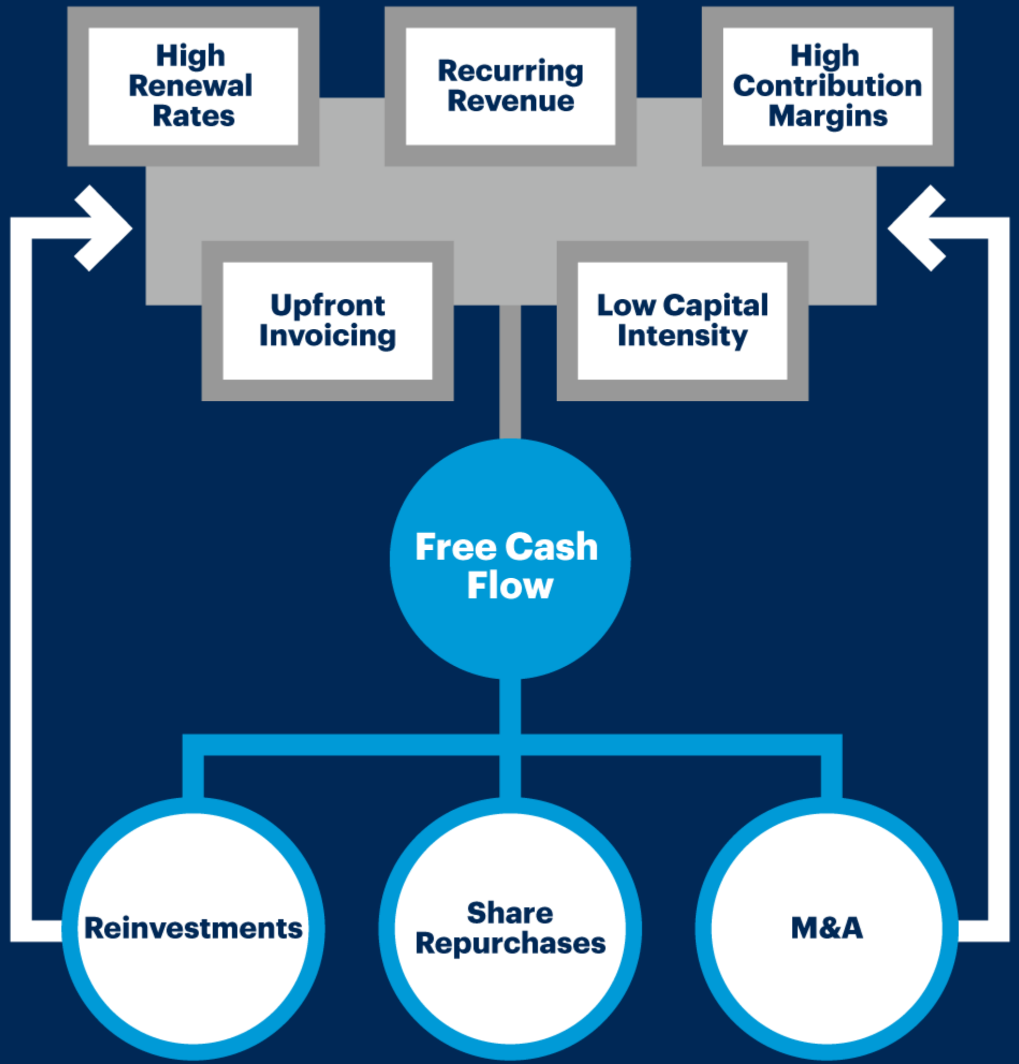
Buybacks and M&A



Capital Allocation Strategy



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In Summary

Indispensable, unrivaled value proposition

The Gartner Formula

Long-Term, Sustained, Double-Digit Growth

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Management Bios

Management Bios

Eugene A. Hall

Chief Executive Officer

Eugene Hall has been Chief Executive Officer and a director at Gartner since August 2004. Prior to joining Gartner, Mr. Hall was a senior executive at Automatic Data Processing (ADP), a Fortune 500 global technology and service company, serving most recently as President, Employers Services Major Accounts Division, a provider of human resources and payroll services. Prior to joining ADP in 1998, Mr. Hall spent 16 years at McKinsey & Company, most recently as a director.

Craig Safian

Executive Vice President & Chief Financial Officer

Craig Safian joined Gartner in 2002. He has held numerous leadership positions in the company, including Group Vice President of Global Finance Strategy & Corporate Development, Group Vice President of Strategy, and Managing Vice President of Financial Planning & Analysis. Prior to Gartner, he held finance positions at Headstrong (now part of Genpact) and Bristol-Myers Squibb, and was an accountant for Friedman, LLP.

Mr. Safian holds a bachelor's degree from Rutgers College and an M.B.A. with a concentration in finance from the Goizueta Business School at Emory University. He also achieved CPA licensure in the state of New York.

Indicates Investor Day speaker

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Management Bios

Joe Beck

Executive Vice President, Global Technology Sales

Joe Beck joined Gartner in 1997 as a sales executive. Most recently, he was the leader of the Americas End User Sales organization. Prior to this role, he held positions of increasing seniority within sales. Before joining Gartner, Mr. Beck spent six years in sales at McGraw-Hill/Datapro Information Services.

Mr. Beck holds a bachelor's degree from the University of Dayton.

Mike Harris

Executive Vice President, Research & Advisory

Mike Harris joined Gartner in 1998 as Senior Consultant before holding a number of management positions of increasing responsibility in Research & Advisory. Most recently, he held the position of Senior Vice President of the IT Leaders & Technical Professionals Research group. Prior to Gartner, Mr. Harris held various roles in Centel, Sprint and AT&T.

Mr. Harris holds a bachelor's degree from Vanderbilt University and an M.B.A. from the Stephen M. Ross School of Business at the University of Michigan.

Chris Thomas

Executive Vice President, Global Business Sales

Chris Thomas joined Gartner in 2000 as a sales executive. Most recently, he was the leader of Americas Major Accounts Sales. Prior to this role, Mr. Thomas led the North America and the Europe, Middle East and Africa (EMEA) SMB sales organizations. Before joining Gartner, Mr. Thomas spent seven years in procurement, sales and marketing at ExxonMobil.

Mr. Thomas holds a bachelor's degree from Aston University in Birmingham, England.

Indicates Investor Day speaker

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Gartner

Management Bios

Ken Davis

Executive Vice President, Products & Services

Ken Davis joined Gartner in 2005 as Senior Vice President of Strategy, Marketing & Business Development. In addition, he has held the roles of Senior Vice President of High Tech & Telecom Programs, and Senior Vice President of End User Programs. Prior to Gartner, Mr. Davis was a partner at McKinsey & Company, where he served software and services clients.

Mr. Davis holds a bachelor's degree from Middlebury College and a Ph.D. in atomic physics from the Massachusetts Institute of Technology.

Alwyn Dawkins

Executive Vice President, Conferences

Alwyn Dawkins joined Gartner in 2002. Prior to Gartner, he spent 10 years at Richmond Events, culminating in his role as Executive Vice President responsible for its North American business. Mr. Dawkins began his events career at Trinity Publishing and Exhibitions, which was later acquired by Daily Mail Group (DMG) World Media.

Mr. Dawkins holds a Bachelor of Science in applied economics from the University of London.

Michael P. Diliberto

Executive Vice President & Chief Information Officer

Michael Diliberto joined Gartner in 2016 as Chief Information Officer and a director of the company. Prior to joining Gartner, Mr. Diliberto was Chief Information Officer at Priceline.com, a leader in online travel and related services. Prior to joining Priceline in 1998, he held senior roles leading content engineering and product automation. Also, Mr. Diliberto served as a sergeant in the U.S. Army Reserves for nine years.

Mr. Diliberto holds a Bachelor of Arts in computer science from State University of New York at New Paltz.

Scott Hensel

Executive Vice President, Consulting

Scott Hensel joined Gartner in 2017 as Executive Vice President of Consulting. Prior to Gartner, Mr. Hensel served as President, Terex Services, Parts & Customer Solutions, at Terex Corporation. Previously, Mr. Hensel spent 14 years at McKinsey & Company where he was a partner assisting clients in the IT and advanced industries sectors.

Mr. Hensel holds a bachelor's degree from Brown University and an M.B.A. from the Wharton School at the University of Pennsylvania.

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Management Bios

Jules Kaufman

Executive Vice President, General Counsel

Jules Kaufman joined Gartner in 2017 as Executive Vice President, General Counsel and Corporate Secretary. Prior to Gartner, Mr. Kaufman was Chief Legal Officer and Secretary at Coty, a leading global beauty company. Prior to joining Coty, Mr. Kaufman was General Counsel, Europe/South Pacific at Colgate Palmolive, and prior to that he managed the Corporate, Securities and M&A practice at Colgate. Mr. Kaufman began his career practicing corporate law in New York.

Mr. Kaufman is a graduate of Harvard College and the University of Virginia School of Law.

Robin Kranich

Executive Vice President, Human Resources

Robin Kranich joined Gartner in 1994 and has held a variety of sales, operational and general manager roles. Previously, she was Senior Vice President of End User Programs and Senior Vice President of Gartner Executive Programs. Earlier in her career at Gartner, Ms. Kranich served as Vice President and Chief of Staff to the President. Prior to joining Gartner, Ms. Kranich worked in the technology group at Marriott International.

Ms. Kranich holds a bachelor’s degree from American University.

David McVeigh

Executive Vice President, Marketing

David McVeigh joined Gartner in 2015 as Senior Vice President of New Market Programs. Prior to Gartner, Mr. McVeigh was a managing director at Hellman & Friedman, an operating partner at The Blackstone Group and a partner at McKinsey & Company.

Mr. McVeigh holds a bachelor’s degree from Lafayette College and master’s degrees from Stanford University and Columbia University.

Appendix

Medium-Term Objectives

		Growth Rate
Research	GTS	12 – 16%
	GBS	12 – 16%
Conferences		5 – 10%
Consulting		3 – 8%
Revenue		10 – 14%
Adjusted EBITDA		10 – 14%
Free Cash Flow		10 – 14%

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GTS and GBS Contract Value at 2019 Rates

$ millions

	Q4 16	Q1 17	Q2 17	Q3 17	Q4 17	Q1 18	Q2 18	Q3 18	Q4 18
GBS	554.2	559.8	572.4	577.3	585.5	596.7	596.6	602.2	594.3
GTS	1,930.9	1,957.7	1,997.1	2,054.4	2,184.2	2,214.7	2,272.1	2,337.8	2,492.0
Total Gartner	2,485.1	2,517.5	2,569.5	2,631.7	2,769.6	2,811.4	2,868.7	2,940.0	3,086.3

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Non GAAP Reconciliations

For reconciliations of any non-GAAP measures used in this presentation, please see 4Q 2018 earnings supplement posted on the Company's website at https://investor.gartner.com.

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