

## Overview

The Gartner database analyses the technologies that drive business and organizational success. The more than 200 research topics include customer relationship management (CRM), business-to-business e-commerce, supply chain management, wireless, emerging technologies, security, IT services, e-business, and IT spending and strategies.

## Types of information

- **Industry information** (Industry reports: Automotive, Banking, Computing, Consumer goods, Construction, Electronics, Energy, Financial services, Healthcare, Information technology, Insurance, Logistics, Media, Retailing, Telecommunication, Transport, Utilities)

## Getting started

1. On Campus: This database can only be accessed from the **Information Center**.
2. You do not have access to Gartner from your program portal, the Intranet or the Online Databases section in the Info Center homepage.
3. Please ask the person at the Infodesk to log you on Gartner.

## Searching

1. To perform a simple search, enter a query, type a descriptive word in the **Search Research** box located in the top right corner of all Gartner Web pages. Hit the **Enter** key or click the **Search** button for a list of relevant documents which will appear in a new window. By default, full text, title, author, and summary are all searched. These options can be changed in Advanced Search.
2. To perform an **Advanced Search** click on the **Advanced Search** link beneath the **Search Research** field at the top-right corner of the page or on the **Advanced Search** tab at the top of the results page.
3. Enter a search term and apply advanced search filters as needed.
4. Click **Search Now** or press **Enter** on your keyboard.



## Displaying Results

1. The list of results is displayed in sets of twenty-five. You may scroll through the pages using the pages number at the top and at the bottom of the screen.
2. By default, results are sorted first by relevancy, then by date. You can re-sort your results by date, title, type and author, as needed, by clicking on the name.
3. By clicking on the **article title**, another page will open and you will obtain the full text of the report.

## Saving

1. You can click on  or the **report number (link)** to get the pdf file of the report.
2. The article will be displayed and can be saved using the  icon on the Adobe toolbar.

## Printing

1. You can click on  or on the **report number (link)** to get the **pdf file** of the report.
2. Then click on the  icon and select the printer from the ones offered.

## Hints and Tips

1. Do not forget to use the **online help** offered at all stages throughout the database.
2. Since this database is only available from the Information Center, the **email facility** is not available.
3. The option **All research** searches all Gartner content (purchasable reports and free reports) or the option **Your research** will provide you only the content that IMD has access to for free.
4. In your **Simple Search** or **Advanced Search**, if you are searching an exact phrase such as "best practice management," surround the phrase with double quotation marks to return only documents which contain the specific phrase.
5. If you enter a phrase of two or more words, Gartner Search assumes they are connected by **AND**, and returns documents containing all the words, but not necessarily together or in the order they were entered.
6. You can use **Boolean operators: OR, NOT** between search terms with more than one word.  
Ex : word 1 or word 2 : Find documents containing either word 1 or word 2.
7. **Use stemming** (\$) symbol) to find varied endings and tenses of a word stem.  
Ex: \$network will find networks, networking, etc.
8. **Browse Research button:** If you do not have a specific topic, author or date of publication in mind, you can still browse through the research database on any of these parameters.
9. If you have any problems using this database please contact the Infodesk.

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