G-Cloud 14

Service Definition - Wipro Cloud FinOps

What the service is

To manage and control the investment on public cloud, Wipro implements the FinOps for customers using our proven framework, blueprints, partner tools and IP's. We have helped many of our customers from an alarming state to cost optimized state. It calls for a continuous, consistent and controlled cost management. Wipro will take an integrated continuous cost management approach for the cloud program, encompassing the strategy, architecture, solution design and RUN phase as explained in below table
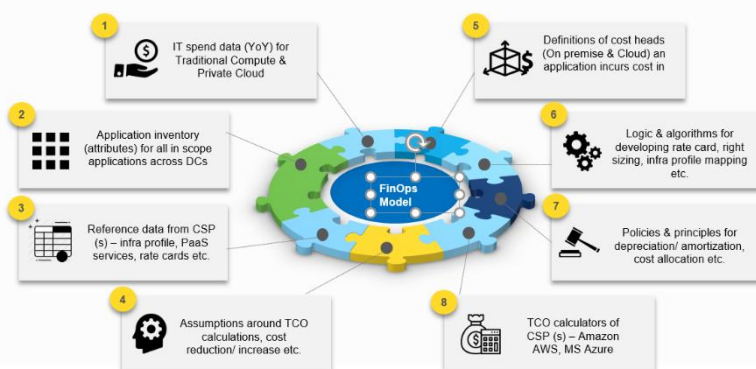
Phase	Cloud Cost Management (FinOps) highlights
Strategy	Create and manage action plans by setting targets and track progress against established goals objectives from a single unified view to hold action owners accountable Define Cost model Choice of regions Choice of resources Define Governance model Pick the right price options
Architecture Principles	leverage well-designed architecture principles, Interoperability, and reusable blueprints Scalability, Availability & DR principles Leverage automatic Storage lifecycle management policies Automation first, cost optimized catalogue and operational optimization principles
Solution Design considerations	FinOps best practices are considered in solution design. E.g., selection of instance types, storage, archiving and networking solution etc. List out all the cost optimization opportunities like RI, disconnected volumes etc. Choice of pricing model for compute, storage, database, network Choice of messaging, event notification volumes Choice of Big data services Choice of AIML services and volume
Reporting & Governance	Enhanced monitoring of the infrastructure critical elements by cost Infrastructure Analysis, Self-healing and Prevention by health check, Log Monitor, Alert Manager. Leveraging AI, ML to streamline the Operations, processes through automation FinOps Metrics and KPI's Proactive reporting, tracking and action plan Near-real time cloud cost dashboards & actions Set Budgets for services Set alert notification based on usage. Trigger automated utilization reports Review utilization periodically
Optimize	Spot/reserved instances Stop/ Shutdown scripts Auto scaling services Caching to reduce data transmission traffic Choice of VM instance types

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We will bring in Cloud FinOps Model; the focus areas and benefits it provides to our customers:

- Real costs of providing services as hybrid and public cloud
- Cost Visibility - Evaluate cloud spend vs business value for a given product / app / service, monthly cloud consumption Invoice, billing console, cost Explorer, cost & usage reporting with DIY dashboards
- Cost Optimisation- Identify and efficiently implement saving plans, remediate automated spin up and spin down of environments
- Enabling individual app owners to optimize costs using cost allocation tags based on enterprise tagging strategy on dimensions such as cost centre, geography, LoB/BU, project, application Id, environments etc providing 360 degree view of consumption
- Ensure onboarding processes and infrastructure provisioning correctly captures tag values
- Ensure tag information flows through the cloud correctly & a historical clean of all necessary tag values for accuracy
- Increased transparency on cost allocation, cost consumption of applications and users of applications
- Facilitate conversation with management around potential chargeback/show back mechanisms and implement agreed models
- Finops with DevOps teams to manage, optimize and predict cloud costs and derive actionable insights based on the consumption patterns for optimizing cloud costs and operations
- Integration/feed into enterprise cost management solutions – e.g. Apptio, Densify etc
- Provide cost predictions, alerts, and policy driven resource consumptions

We will establish FinOps model with elements mentioned in below diagram

Wipro will deliver FinOps capability which will follow Wipro's cloud economics & financial framework to build this capability for enabling cost conscious culture for cloud financial management. Our experience has seen that many companies experience an initial saving from migrating to cloud but rapidly realise rampant Opex cost increases. This is driven by the easy availability of cloud services, incorrect sizing optimisation and limited control due to the flexibility cloud offers. Wipro implements a Cloud FinOps capability to ensure an immediate governance on cost.

Essential Structural Elements of FinOps Model

1. IT spend data (YoY) for Traditional Compute & Private Cloud
2. Application inventory (attributes) for all in scope applications across DCs
3. Reference data from CSP (s) – infra profile, PaaS services, rate cards etc.
4. Assumptions around TCO calculations, cost reduction/ increase etc.
5. Definitions of cost heads (On premise & Cloud) an application incurs cost in
6. Logic & algorithms for developing rate card, right sizing, infra profile mapping etc.
7. Policies & principles for depreciation/ amortization, cost allocation etc.
8. TCO calculators of CSP (s) – Amazon AWS, MS Azure

We will define standards for data, collecting data through right sources, and developing insights for teams to govern, manage and optimize. We see this as a process that matures as we go through the cloud adoption journey, as depicted in the below diagram.

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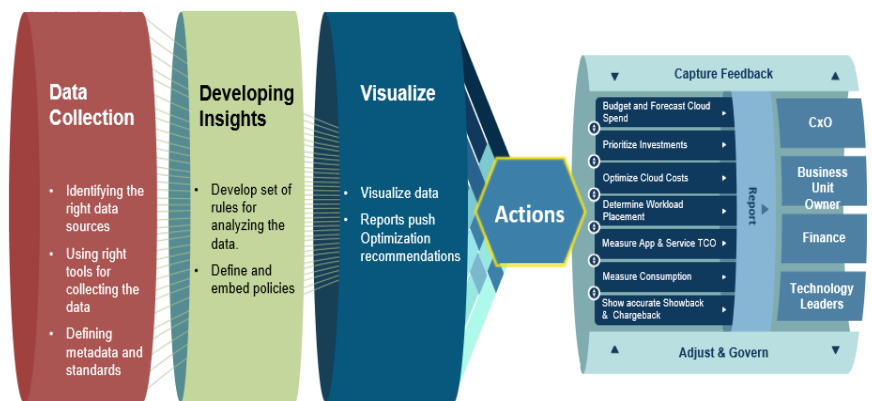
- Action plans integrated with task management systems
- Automate actions that require no reviews/approvals
- Setting targets & tracking progress against established metrics for greater ownership & accountability

We will work with you to implement Cloud FinOps service

The levels of data backup and restore, and disaster recovery you'll provide, such as business continuity and disaster recovery plans

FinOps will be implemented in customer environments. Customer's organizational policy would be followed for backup, restore and DR process.

Any onboarding and offboarding support you provide

FinOps is a technology as well as cultural implementation. We will create working model, success criteria and governance model for FinOps. We will work with your teams to bring in the change towards cost consciousness

Service constraints like maintenance windows or the level of customization allowed

Not applicable for FinOps

Service levels like performance, availability, and support hours

Not applicable for FinOps

After sales support

Wipro will deliver the agreed outcome of this service. This engagement will be considered complete after your sign-off.

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Any technical requirements

FinOps needs cloud native and 3rd party tools implemented. We will assess your current state & implement required tools

Outage and maintenance management

FinOps is driven by cloud consultants supported through Wipro's Ips, 3rd party tools & solutions. We will have shared responsibility with CSP & tool provider

Hosting options and locations

- FinOps tools will be implemented in your network

Access to data (upon exit)

Upon exit all gathered data as well as output reports will be shared with customer. Any data fed into Wipro tools will be exported to desired available format(Excel, pdf, word etc) and shared with customer.

Security

Will follow customer security policies as the implementation will be within customer network

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About Wipro Limited

Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a leading technology services and consulting company focused on building innovative solutions that address clients' most complex digital transformation needs. Leveraging our holistic portfolio of capabilities in consulting, design, engineering, and operations, we help clients realize their boldest ambitions and build future-ready, sustainable businesses. With 250,000 employees and business partners across more than 60 countries, we deliver on the promise of helping our clients, colleagues, and communities thrive in an ever-changing world.