Service Definition

Cloud Support Services - Cloud Financial Management Services

This service provides advisory, assurance, and specialist delivery support to help public sector organisations control, optimise, and govern cloud costs.

We deliver Cloud Financial Management through FinOps (financial accountability, forecasting, and optimisation) and GreenOps (reducing environmental impact and improving sustainability). Together, these disciplines improve visibility of cloud spend and carbon impact, embed financial and sustainability governance into cloud delivery, and enable cost-effective, environmentally responsible cloud usage aligned to organisational and government objectives.

Service scope and outcomes

We help buyers establish effective Cloud Financial Management capabilities to achieve measurable outcomes, including:

- Clear visibility of cloud costs, usage, and carbon impact across platforms and services
- Reliable budgeting, forecasting, and variance management for cloud spend
- Embedded FinOps governance with defined accountability and decision-making processes
- Identified and delivered cost optimisation and right-sizing opportunities
- Transparent cost allocation through showback and chargeback models
- Integrated financial controls within cloud delivery and operational processes
- Improved sustainability reporting and progress against environmental targets
- Continuous improvement in cloud cost efficiency and value for money.

Cloud cost visibility and reporting

Provision of dashboards, reports, and analysis to provide clear visibility of cloud cost, usage, and trends. This includes spend breakdowns, anomaly identification, unit cost analysis, and cost drivers across accounts, subscriptions, services, and environments.

Budgeting, forecasting, and spend control

Support design and implementation of cloud budgeting and forecasting approaches, including baseline modelling, scenario analysis, and variance tracking. We help buyers establish proactive spend controls and forecasting processes aligned to financial cycles.

Global Resourcing Limited
4th Floor Radius House, 51 Clarendon Road, Watford, Hertfordshire, WD17 1HP.
Tel: +44 (0)20 8253 1800
VAT Number: 739 7056 01 - Registered in England & Wales No. 3390805

FinOps governance and operating model

Design and implementation of FinOps processes, roles, and governance. Activities include defining accountability models, decision forums, policies, tagging and allocation standards, and integration with finance, technology, and delivery teams.

Cost optimisation and right-sizing

Identification and prioritisation of cloud cost optimisation opportunities, including resource right-sizing, elimination of waste, reservation/savings plan analysis, and optimisation of storage, licensing, and service consumption. Outputs include a prioritised optimisation backlog with quantified savings.

Chargeback, showback, and cost allocation

Support implementation of cost allocation, showback, and chargeback approaches to improve transparency and accountability. This includes allocation models, tagging strategies, reporting structures, and stakeholder communication.

Integration with cloud delivery processes

Embedding financial controls into cloud delivery and operational ways of working, including policy enforcement, guardrails, approval thresholds, and financial impact reporting within DevOps, platform, and product teams.

GreenOps and sustainability optimisation

Assessment of cloud carbon impact and sustainability opportunities. Activities include analysis of carbon metrics, identification of GreenOps recommendations (such as workload optimisation and region selection), and support for sustainability reporting aligned to organisational targets.

Continuous improvement and maturity uplift

Ongoing assessment and improvement of FinOps and GreenOps maturity, including benchmarking, roadmap development, knowledge transfer, and capability uplift across teams.

Deliverables

Depending on scope, typical deliverables include:

- Cloud cost and usage dashboards and reporting packs
- FinOps operating model, governance framework, and policy documentation
- Budget, forecast, and variance analysis models
- Cost optimisation assessment reports and prioritised savings backlogs
- Right-sizing, reservations, and savings plan recommendations

- Cost allocation, tagging, showback, and chargeback frameworks
- GreenOps analysis and sustainability optimisation recommendations
- Sustainability and carbon impact reporting aligned to targets
- FinOps and GreenOps maturity assessments and improvement roadmaps
- Knowledge transfer and handover documentation

Service delivery approach

Initial consultation & discovery: We confirm strategic objectives, financial constraints, sustainability targets, and cloud estate characteristics. We assess current cloud financial management maturity, data availability, and governance arrangements, and agree a statement of work with outcome-based deliverables.

Blended support: Training, mentoring, and targeted specialist resources are combined to embed FinOps and GreenOps practices while alleviating delivery burden, working to clearly defined cost, efficiency, and sustainability objectives.

Performance reporting: Service levels, reporting cadence, and escalation routes are agreed at the outset, with regular performance reporting throughout delivery.

Mid-point review and efficiency check: A formal review reconfirms objectives and assesses progress against cost savings, optimisation outcomes, and sustainability improvements, identifying opportunities to accelerate benefits or adjust approach.

Engaging with us

Once you have conducted your search on the digital marketplace and followed the appropriate process to identify us as a possible supplier, beginning your journey with us is simple. It starts with a conversation with one of our Partners to ensure that we can deliver to your needs; if we have any reservations about our ability to deliver then we commit to provide honest feedback without charge.

If both parties feel that we can establish a constructive working relationship, then we will move to support you as necessary with the completion of the G-cloud order form. We will complete any required paperwork in the timeliest manner possible to ensure that a call-off contract can be raised rapidly, along with the relevant terms and conditions. Invoicing is in arrears aligned to the statement of work and or time & materials delivered. Any scope changes will follow the customer's change control process.

Onboarding

Service onboarding will commence within a few days of the completion of paperwork, as we move to the implementation phase.

Global Resourcing Limited
4th Floor Radius House, 51 Clarendon Road, Watford, Hertfordshire, WD17 1HP.
Tel: +44 (0)20 8253 1800
VAT Number: 739 7056 01 - Registered in England & Wales No. 3390805

Implementation

During the initial consultation we will work to fully understand your strategic objectives, technology strategy and digital roadmap. Once we have a complete understanding of these areas, we will move to fully explore your in-house delivery and innovation capability to meet these objectives. From there we help you to understand your options, blending training and mentoring with targeted resources to alleviate your delivery burden. Our services are delivered specifically against delivery objectives and specified clearly within a statement of works.

Performance reporting

At the outset of the project and whilst confirming the statement of works, we will additionally confirm the service levels and reporting regularity to ensure that you have continued peace of mind. You will have access to a Partner throughout the duration of your project with escalation accessibility to a Managing Partner if required. We would suggest weekly performance reporting for month one of the project, moving to fortnightly for month two and monthly for month three onwards.

Milestone confirmation and efficiency analysis

At the half-way point of the project or following the third month, we will invite you to undertake a review meeting with the Managing Partner. At this point and via an open and honest dialogue, we will reconfirm the delivery objectives within the statement of works with the intention of reducing timelines and costs. This crucial engagement also provides an excellent opportunity to highlight any areas of outstanding performance or concerns and to reconfigure service delivery if required.

Service constraints

This service provides advisory, assurance, and specialist expertise and is not a managed operations service. It does not include provision or operation of cloud infrastructure, hosting, billing platforms, or a service desk. Buyers retain responsibility for live operations, tooling ownership, and billing administration unless explicitly agreed.

Delivery is provided by experienced professionals within an agreed scope and business hours. The service requires timely access to cloud financial data, usage metrics, sustainability measures, and appropriate permissions. It does not provide 24/7 coverage or on-call response by default.

The service is platform-agnostic and independent; we are not a cloud reseller or billing agent. Enhanced or operational responsibilities can be contracted separately if required.

Backup and Disaster Recovery

We do not host or operate Buyer systems. Backup and business continuity measures relate to:

- supplier-managed project artefacts stored in collaboration tools
- continuity of consultancy service delivery

No infrastructure or production workload DR is provided or required for this service.

Security and assurance

Delivery is performed by experienced cloud and security professionals. This service operates at OFFICIAL unless the customer specifies otherwise. Where projects involve sensitive environments (e.g., defence/justice), appropriately **security-cleared** personnel will be provided, operating within an agreed scope and timeframe.

This service does not host or process customer data on supplier systems, any customer-provided material (such as billing exports or usage datasets) remains within customer-controlled environments and is used solely for analysis required to deliver the service.

Offboarding

Before exit, we review performance and deliverables against expectations and confirm transfer of physical or intellectual property belonging to the customer. Handover packs, knowledge transfer sessions, and access to artefacts are provided to ensure continuity.

Data Extraction

All artefacts produced (e.g., reports, dashboards, recommendations, maturity assessments) are handed over in commonly used formats (e.g., PDF, Excel, Word). After exit and confirmed handover, we securely delete customer-provided information and working materials in line with the customer's security requirements.

Termination

Our standard termination period is 10 working days, however, subject to agreement and the operational practicalities of termination, we may accommodate shorter periods of notice where possible.

Customer contributions

We request the following of our clients:

- Prompt confirmation or approval of any deliverables, expenses or time and materials related documentation if applicable;
- Access to the required technology, systems, documentation, and team members to allow deliverables to be achieved;
- Holding or sponsoring any security clearances as may be required;
- Sufficient provision of time and/or data to allow deliverables to be completed.

Technical Requirements

The service requires the customer to provide read-only access to cloud billing and usage data, along with access to relevant cost-management tooling and stakeholders needed to support analysis and reporting. No software installation or changes to customer infrastructure are required for this service.