

G-CLOUD 15

SERVICE DEFINITION DOCUMENT
Cloud FinOps & Optimisation

Contents

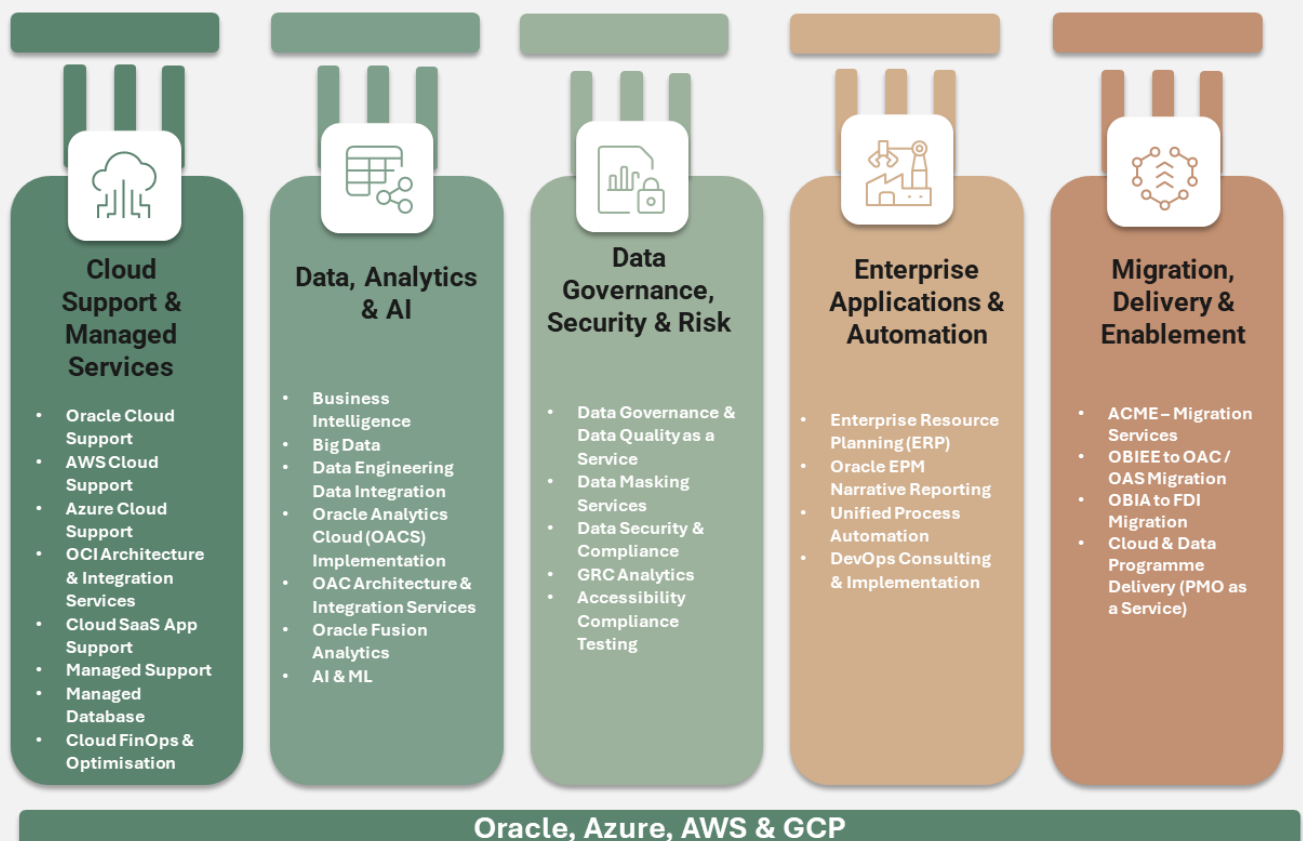
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1. About VAAMG Consulting

Established in 2016, VAAMG Consulting leads in innovation and excellence, offering expert solutions that adapt to the ever-changing technological landscape. We believe technology is key to success and we provide a range of services to harness its full potential. We are trusted partners with leading cloud providers like Oracle, AWS, Azure and Salesforce, specializing in Cloud Services, Data Analytics, Database Integration, Database Management and Migration, Enterprise Performance Management (EPM), Managed services and resource augmentation.

We help businesses modernise and accelerate their cloud journey, driving innovation and enabling effective, informed decision-making. From transforming legacy systems to optimising cloud infrastructure and ensuring full compliance, we equip organisations with the capabilities they need to stay ahead.

Our Service Portfolio



2. Service Overview

2.1 Service Name

Cloud FinOps & Optimisation

2.2 Service Objective

The objective of this service is to help public sector and enterprise organisations **gain control of cloud spend, improve cost transparency, and optimise ongoing cloud consumption**. VAAMG enables clients to establish a sustainable FinOps operating model that balances cost, performance, and value while supporting continuous optimisation across cloud platforms.

2.3 Service Description

Our **Cloud FinOps & Cost Optimisation** service provides a structured, evidence-based approach to managing and reducing cloud expenditure across AWS, Azure, and Oracle Cloud Infrastructure (OCI).

The service begins with establishing a **clear cloud cost baseline**, followed by the development of a **prioritised optimisation plan** aligned to service demand, usage patterns, and business outcomes. We embed FinOps best practices into day-to-day operations through governance, tagging, reporting, and regular cost reviews. This service delivers tangible, auditable outcomes such as reduced cloud spend, improved cost allocation, and repeatable optimisation processes—without disrupting live services.

2.4 Tech Stack & Intended customers

- **Intended Customers**
 - UK Public Sector (Central & Local Government, NHS, Education, ALBs)
 - Regulated and enterprise organisations operating multi-cloud or hybrid environments
- **Technology & Tooling**
 - **Cloud Platforms:** AWS, Microsoft Azure, Oracle Cloud Infrastructure (OCI)
 - **Native Cost Tools:** AWS Cost Explorer, Azure Cost Management, OCI Cost Analysis
 - **FinOps & Reporting:** Power BI, Oracle Analytics Cloud (OAC), Oracle Fusion Data Intelligence (FDI)
 - **Tagging & Governance:** Cloud-native policy frameworks, Infrastructure-as-Code tagging enforcement

2.5 Service Offerings

❖ **Cloud Cost Baseline Assessment**

Establishment of a detailed current-state view of cloud spend, usage, and waste.

❖ **Cost Optimisation Plan**

A prioritised and quantified optimisation roadmap, including quick wins and long-term savings.

❖ **Tagging Policy & Cost Allocation Model**

Definition and implementation of standardised tagging to enable accurate cost attribution by service, department, or programme.

❖ **FinOps Governance Operating Model**

Design of a lightweight FinOps framework including:

- Monthly cost review cadence
- Roles and responsibilities (Finance, Technology, Service Owners)
- Cost accountability model

❖ **Dashboards & Reporting**

Delivery of executive and operational dashboards showing spend, trends, savings, and forecast.

❖ **Reserved Instance & Commitment Management Advisory**

Advisory support for Reserved Instances, Savings Plans, and cloud commitments to maximise value and reduce unit costs.

❖ **Ongoing Optimisation & Continuous Improvement**

Regular optimisation cycles to adapt to changing workloads and demand.

2.6 Service Benefits

- Reduced and controlled cloud expenditure with measurable cost savings
- Clear visibility of cloud spend and usage across services and departments
- Improved financial accountability through consistent cost allocation
- Better forecasting and budget management for cloud services
- Reduced waste and over-provisioning without impacting performance
- Sustainable FinOps capability embedded into operational processes
- Value -for-money and governance principles
- Increased confidence in scaling cloud services responsibly

2.7 Service Support window

• **Onshore Support (UK-based):**

- 09:00 – 17:00 (GMT/BST), Monday to Friday, excluding UK public holidays.
- **Typical response time:** within 2 business hours for high-priority issues; 4–8 hours for medium-priority issues.

- **Hybrid Support (Onshore + Offshore):**
 - 24x7 support coverage, including weekends and UK public holidays.
 - **Typical response time:** within 1 hour for high-priority issues; within 4 hours for medium-priority issues.

2.8 Service Levels

Level	Support
Basic	Entry-level support suitable for organizations with limited BI needs such as basic access, basic troubleshooting etc.
Standard	Comprehensive support level suitable for organizations with moderate BI usage.
Premium	Personalized assistance and proactive guidance with dedicated account manager and support team for personalized assistance.

3. Service Onboarding & Offboarding

3.1 – Key tasks for Onboarding of services

Effective onboarding is highly critical to ensuring a smooth start to any engagement. Our onboarding process establishes the governance, delivery approach, and operational foundations required to deliver services successfully. It ensures that all stakeholders are aligned, risks are identified and mitigated early, and the project team is fully equipped to meet objectives. This structured approach supports clarity, accountability, and sets the stage for consistent delivery in line with the client's expectations and framework standards.

Governance & Engagement Setup

- Collaborate with the client to define the governance model, including roles, responsibilities, decision-making processes, and communication channels.
- Engage with key stakeholders to capture functional and non-functional requirements through workshops, interviews, and discovery sessions.

Delivery Approach & Planning

- Discuss and agree the delivery methodology (Agile, Waterfall, or hybrid) aligned to project needs.
- Conduct risk and compliance assessment, identifying project risks, regulatory requirements, and mitigation strategies.

Commercial & Contractual Agreements

- Finalize commercial terms, including pricing, delivery milestones, timelines, payment terms, and contractual obligations.

Resource & Team Allocation

- Assemble the project team based on skills, availability, and project requirements.
- Assign roles, responsibilities, and accountabilities for efficient delivery.

Infrastructure, Tools & Security Setup

- Set up necessary infrastructure, development, test, and deployment environments.
- Configure collaboration and project management tools (e.g., JIRA, Confluence, Teams).
- Provision client and team access in line with security policies and client requirements.

Service Level & Reporting Setup

- Agree on service levels, KPIs, and reporting mechanisms for monitoring progress

Kick-off Meeting

- Conduct the kick-off session with the client and project team to formally launch the engagement.
- Review project objectives, scope, timelines, governance, and expectations, and establish open lines of communication.

3.2 – Key tasks for Off-boarding of services

A structured off-boarding process ensures a seamless conclusion to the engagement, protecting the client's operational continuity and knowledge retention. Our approach focuses on the secure transition of deliverables, effective knowledge transfer, and the formal closure of contractual and administrative obligations. By capturing lessons learned and providing post-engagement support where necessary, we enable continuous improvement, maintain client confidence, and ensure that the client is fully empowered to manage ongoing operations independently

Transition Planning

- Collaborate with the client to plan a smooth handover of project deliverables, knowledge, and responsibilities.
- Define transition timelines, handover processes, and post-project support arrangements.

Knowledge Transfer

- Conduct knowledge transfer sessions including documentation, training materials, and resources.
- Share lessons learned and best practices with the client team.

Deliverables & Closure Activities

- Complete all outstanding deliverables, documentation, and administrative tasks.
- Archive project data and documents in line with client and regulatory policies.

Feedback & Evaluation

- Gather client feedback on engagement quality, delivery outcomes, and satisfaction.
- Conduct an internal lessons learned session to drive continuous improvement.

Contract Closure & Post-Support

- Finalize any remaining contractual matters, including invoicing, payments, and formal sign-off on completion.
- Agree short-term post-engagement support arrangements, if needed, to ensure continuity and client confidence.

4. Pricing Models

At VAAMG, we offer flexible and scalable engagement models tailored to meet client's and partner's diverse needs. Our delivery is built around collaboration, accountability, and value creation. Whether you require on-demand expertise, structured project delivery, or full-service management, we offer a model that fits. We offer Time and Money (T&M), Fixed Price and Fixed capacity pricing models.

Please refer to our Pricing document for details and rate cards. We are happy to provide a quotation for service upon request.

5. Engagement & Support Models

VAAMG's service support methodology is built on deep domain expertise across enterprise applications, cloud platforms, data, analytics, and integration technologies. We leverage proven delivery accelerators, reusable assets, and structured knowledge transfer practices gained from supporting public and private sector clients across the UK and globally.

By combining remote-first delivery, strong governance, and outcome-based service management, VAAMG provides a cost-effective, scalable, and secure support service while maintaining consistently high service quality.

This methodology reduces unnecessary onsite overheads, makes effective use of time-zone efficiencies where appropriate, and ensures service continuity through well-documented processes, runbooks, and centralised knowledge repositories. Services are delivered in line with agreed SLAs and KPIs, with clear escalation paths and proactive service reporting.

VAAMG offers two primary support models:

Resource Augmentation Model	Statement of Work (SoW) Model
We provide skilled professionals who integrate seamlessly with the partner's or client's team, helping capacity scaling and meeting deadlines. This model ensures flexibility, faster ramp-up, and cost-effectiveness while maintaining control on delivery. Key Features ❖ On-demand skilled resources (onshore / offshore / hybrid) ❖ Scalable team capacity based on project phases ❖ Full integration with partner/client's processes and tools ❖ Best suited in scenarios with interdependency in deliverables	Our SOW based model provides a structured, deliverable-driven model where we take full ownership of a defined scope under a signed SoW. This type of model is ideal for fixed-scope projects with clear timelines, outputs, and responsibilities. Key Features ❖ Clearly defined scope, timeline, and milestones ❖ Fixed or milestone-based pricing ❖ End-to-end delivery accountability ❖ Suited for independent delivery scenarios with clearly defined separation of duties

6. Contact Us

Munish Goswami – Company Director

Contact - +44 7795046978

Email : Munish.goswami@vaamg.com ; contactus@vaamg.com

Visit us on www.vaamg.com
