



Ternary Multi-cloud FinOps Platform

G-Cloud 15 Service Description Document

Lot 2b – Software as a Service (SaaS)

iOCO

Crown
Commercial
Service
Supplier

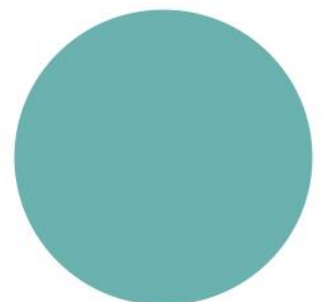


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1. Introduction

1.1. Company Overview

iOCO Solutions is based in the UK and forms part of the Johannesburg Stock Exchange listed iOCO Group with around 5000 staff and ½ billion-dollar annual turn-over. Backed by offices across Europe, Africa, and the Middle East, we bring together global reach and value, with local insight—allowing us to deliver end-to-end solutions across financial services, telecommunications, manufacturing, mining, agriculture and the public sector.

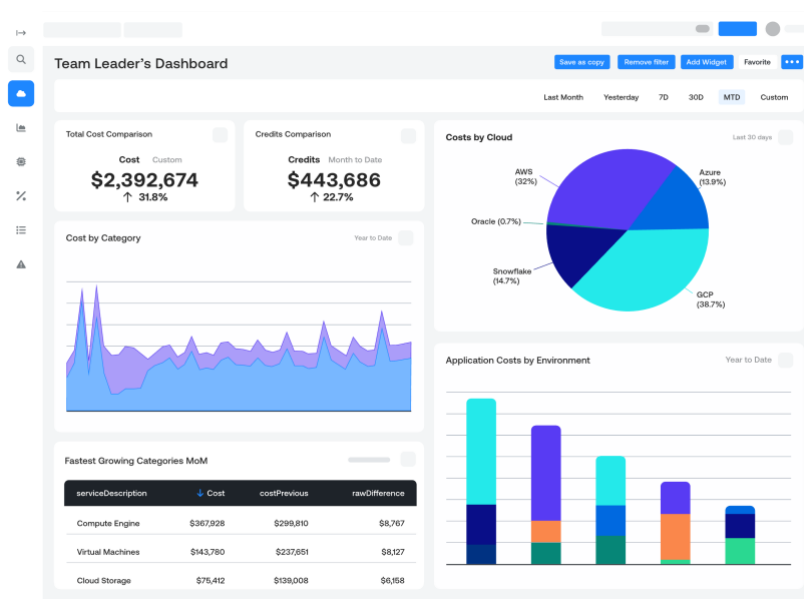
1.2. Ternary Multi-Cloud FinOps Platform

Overview

The Ternary FinOps Platform is a browser-based SaaS solution that ingests billing and usage data from supported cloud providers and presents a unified, governed financial view of cloud consumption.

The service supports:

- AWS, Microsoft Azure, Google Cloud Platform, Oracle Cloud, and SaaS providers
- Multi-currency reporting (including GBP)
- Secure, read-only data ingestion
- Role-based access with SSO
- API-first integration model

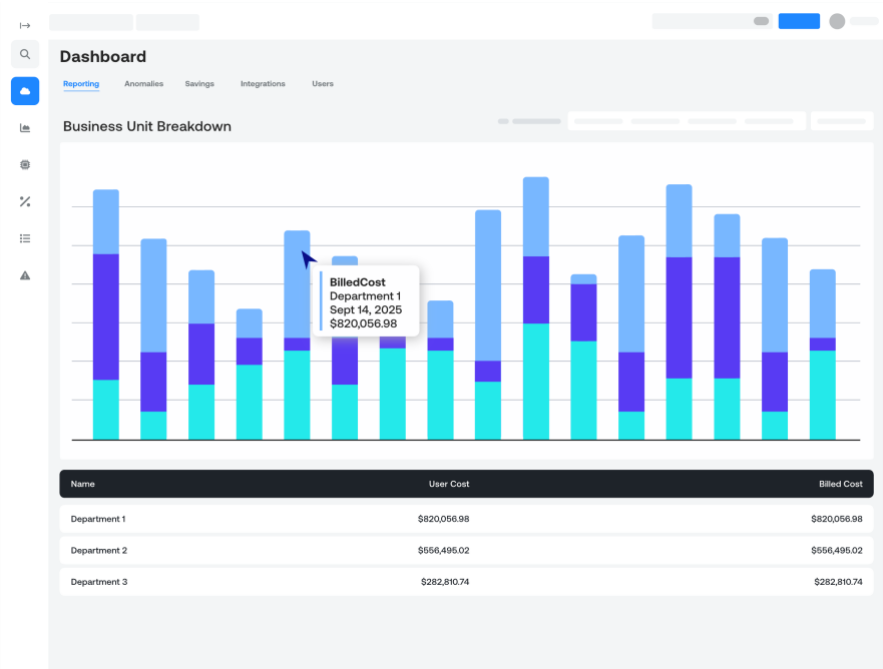


Value Proposition

Ternary enables public sector organisations to:

- Achieve full transparency over cloud expenditure across departments, services, and suppliers
- Implement show back and chargeback aligned to public sector financial controls
- Improve budgetary control, forecasting accuracy, and risk management
- Support FinOps Foundation-aligned practices across finance, technology, and service owners
- Reduce waste while maintaining service continuity and compliance

The platform is explicitly designed to support UK public sector financial governance, including cost attribution, audit trails, and multi-tenant reporting.



2. Data Protection

2.1. Information Assurance & Security

Ternary operates a mature security and assurance programme aligned to public-sector expectations:

- SOC 2 Type II certified
- Encryption in transit (TLS 1.2+) and at rest (AES-256)
- Role-Based Access Control (RBAC)
- Mandatory Multi-Factor Authentication (MFA)
- Formal risk management and incident response processes

The platform is designed to support UK GDPR and public-sector information assurance obligations.

2.2. Backup & Restore

- Platform data is backed up **daily**
- Backups are encrypted and stored in isolated cloud storage
- Restoration processes are tested regularly
- Backup retention policies are enforced in line with documented data retention controls

2.3. Data Processing & Storage Location

- Customer tenants are region-specific
- UK and EU customers can be hosted within UK region.
- Data is not transferred across regions unless explicitly required
- Cloud billing data remains owned by the customer at all times

2.4. Data Protection Compliance

- Data minimisation by design (no operational PII beyond user identity)
- Clearly defined data retention and deletion processes
- Support for Data Subject Access Requests (DSARs)
- Formal sub-processor management (e.g. hyperscale cloud providers)

3. Using the Platform

3.1. Ordering and Invoicing Process

- Service is subscription-based
- Pricing is typically aligned to managed cloud spend
- Invoicing in GBP
- Suitable for both direct consumption and reseller models

3.2. Availability of Trial Service

- Proof-of-Value (PoV) trials are available
- Trials use read-only access and do not impact live operations
- Trial configurations convert directly into production environments

3.3. On-Boarding

Onboarding is designed to be non-disruptive:

- Read-only access to billing data
- No changes to customer cloud infrastructure
- Synthetic tagging and allocation performed within the platform
- Historical data ingestion supported

3.4. API

Ternary is an **API-first platform**:

- Full configuration via API (users, permissions, budgets, allocations)
- Data extraction for integration with finance and ERP systems
- Secure API key management with rotation controls

3.5. Off-Boarding

- Customer access removed at contract end
- Tenant data permanently deleted
- Configuration (allocations, labels, rules) exportable via API
- Cloud billing source data remains under customer control

3.6. Training

- Live remote training sessions
- Recorded training content
- Online documentation and knowledge base
- Customer Success Manager support

3.7. Implementation Plan

Typical implementation:

- Secure access configuration
- Data ingestion setup
- Historical billing ingestion
- Allocation and reporting configuration
- User enablement and training

3.8. Service Management

- Dedicated Customer Success Manager
- In-platform support ticketing
- Regular service reviews (optional)
- Continuous platform enhancements included

3.9. Service Constraints

- Requires access to cloud billing exports
- Internet access required (browser-based SaaS)
- Reporting accuracy depends on billing data quality

3.10. Service Levels

- Business-hours support
- Incident acknowledgement within hours
- Platform availability aligned to hyperscaler SLAs
- No infrastructure changes performed by the platform

4. Provisioning of the Platform

4.1. Customer Responsibilities

- Provide access to billing data exports
- Maintain internal tagging standards where applicable
- Assign appropriate user roles
- Act on optimisation insights as required

4.2. Technical Requirements and Client-Side Requirements

- Modern web browser (Chrome, Edge, Firefox, Safari)
- Internet connectivity
- SSO integration (optional but recommended)

4.3. Outcomes and Deliverables

- Centralised cloud cost visibility
- Departmental and service-level reporting
- Forecasting and budget tracking
- Audit-ready financial views
- Optimisation insights

4.4. After Sales Account Management

- Named Customer Success Manager
- Ongoing configuration support
- Platform best-practice guidance
- Regular engagement cadence if required

4.5. Termination Process

- Contractual termination per agreed terms
- Secure tenant deletion
- Data disposal logged and auditable
- No vendor lock-in of source billing data

5. Environmental Action & Social Value

5.1. Environmental Action

iOCO is committed to reducing the environmental impact of its cloud services and supporting customers' sustainability goals.

- Cloud-native, serverless architecture
- Enables reduction of wasted cloud resources
- Supports sustainability reporting through usage insights
- No on-premises infrastructure required

5.2. Social Value

iOCO supports the UK Government's Social Value principles by contributing to skills development, community engagement, and improved digital capability. We invest in ongoing employee training in cloud, DevOps, automation, cybersecurity, and FinOps helping to build high-value digital skills that align with the Government's Digital and Data Capability Framework.

We are committed to fair working practices, equality of opportunity, and inclusive recruitment. We also promote economic growth through local employment in the UK and through supporting organisations in modernising testing practices, reducing operational costs, and improving service reliability.

We promote flexible working and hybrid work policies to support workforce wellbeing and reduce carbon emissions.

The Ternary Platform enables:

- Enables responsible public-sector cloud spending
- Supports transparency and accountability
- Improves financial governance across public services
- Remote-first delivery model reduces carbon footprint

6. Our Experience

6.1. Case Studies/Clients

- Public sector bodies
- Education and research institutions
- Managed Service Providers
- Regulated enterprises with multi-cloud estates

(References available on request, subject to approval.)

7. Contact Details & Company Details

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