Service Definition

Cloud Financial Management Services

(FinOps and GreenOps)

Supplier: Shivom Consultancy Limited
Framework: G-Cloud 15
Lot: Lot 3 – Cloud Support Services

1. Service overview

Shivom Consultancy Limited Cloud Financial Management Services support organisations to manage, optimise and govern cloud financial and environmental performance. The service combines FinOps and GreenOps practices to improve cost transparency, control cloud spend and support sustainable use of cloud services aligned to organisational and environmental objectives.

2. Scope of the service

The service covers advisory and analytical activities focused on financial and sustainability management of cloud services. It supports organisations during cloud migration and live service operation. The service does not include direct management of cloud billing accounts or implementation of tooling unless explicitly agreed at call-off.

3. Features

FinOps capability assessment and maturity analysis
Cloud cost visibility and reporting
Spend forecasting and budget management support
Identification of cost optimisation opportunities
Architecture and usage optimisation recommendations
Cloud cost allocation and chargeback models
GreenOps assessment of cloud carbon impact
Sustainability reporting and insight
Recommendations for energy-efficient cloud usage
Alignment of cost and sustainability objectives

4. Benefits

Improved transparency of cloud spend
Reduced unnecessary cloud costs
Better control of cloud budgets
Improved cost predictability
Optimised cloud resource usage
Improved governance of cloud financial management
Reduced environmental impact of cloud services
Support for organisational sustainability goals
Better alignment between cost, performance and sustainability
Increased confidence in cloud investment decisions

5. Service constraints

The service can be delivered remotely, on-site, or using a hybrid delivery model, depending on buyer requirements and agreement at call-off. Effective delivery depends on timely access to cloud usage data, billing information and relevant stakeholders provided by the buyer. The service provides advisory and analytical activities only and does not include implementation of cost or sustainability changes unless explicitly agreed. Third-party cloud provider pricing and carbon reporting limitations may impact outputs.

6. Onboarding and implementation

Onboarding includes confirmation of scope, financial and sustainability objectives, environments and stakeholders. Activities are delivered in structured phases with regular reviews and reporting to ensure alignment with buyer priorities.

7. Service management and support

Support is provided in line with agreed support levels. A named FinOps or cloud financial management specialist can be provided to coordinate activities and present findings and recommendations.

8. Offboarding and exit management

At the end of the engagement, Shivom Consultancy Limited provides agreed reports, insights and recommendations to support ongoing financial and sustainability management by the buyer. No buyer data is retained beyond the end of the contract unless otherwise agreed.

9. Security and data protection

Shivom Consultancy Limited follows UK government cloud security principles. Staff screening is performed in line with BS7858:2019. Buyer financial and usage data is handled in accordance with UK GDPR and contractual data protection requirements.

10. Accessibility

This document is written in plain English and structured using accessible headings. The service can be adapted to meet buyer-specific accessibility requirements.

11. Pricing

Pricing is agreed at call-off and depends on scope, duration and depth of financial and sustainability analysis required. All pricing is transparent and documented in the call-off contract.