



Service Definition

AWS FinOps, GreenOps and Cloud Cost Optimisation Support

Supplier: Shivom Consultancy Limited

Framework: G-Cloud 15

Lot: Lot 3 – Cloud Support Services

Service overview

This service provides AWS FinOps and GreenOps support, helping buyers manage, optimise and govern cloud costs and carbon efficiency through financial management, usage optimisation, sustainability analysis and continuous cost and emissions optimisation practices.

Scope of the service

The service covers AWS cost management, FinOps and GreenOps governance, cost and carbon analysis, optimisation recommendations, budgeting, forecasting and ongoing advisory support aligned to buyer requirements.

Features

- AWS cost and usage analysis
- FinOps and GreenOps operating model support
- Cost allocation and tagging strategies
- Budgeting and cost forecasting
- Reserved Instances and Savings Plans optimisation
- Cost and usage anomaly detection
- Sustainability and carbon usage analysis
- Cloud cost and emissions dashboards
- Cost and carbon optimisation recommendations
- Ongoing FinOps and GreenOps advisory

Benefits

- Improved visibility of cloud costs and emissions
- Reduced AWS spend and waste
- More sustainable cloud consumption
- Predictable and controlled cloud budgets
- Better accountability for cloud usage
- Alignment of financial and sustainability goals
- Informed cloud investment decisions
- Optimised AWS pricing commitments
- Continuous cost and carbon optimisation
- Increased value from AWS services

Service constraints

The service is delivered remotely during UK business hours unless otherwise agreed. Buyers must provide AWS account access, billing data and usage metrics. AWS consumption charges, carbon reporting tools and third-party licences are excluded.

Onboarding and implementation

Onboarding includes discovery, access setup, data validation and agreement of FinOps and GreenOps objectives. Implementation activities are delivered iteratively based on the agreed scope and priorities.

Service management and support

Shivom Consultancy Limited provides flexible support levels tailored to buyer needs and the criticality of the service. Level 1 support provides first-line support for service queries, incident logging, basic troubleshooting and request handling during UK business hours. Level 2 support provides second-line technical support, including deeper investigation, issue resolution and configuration support, with extended hours available by agreement. Level 3 support provides specialist and expert-level support, including complex fault resolution, architectural input and escalation handling. Support costs vary depending on the selected support level, hours of coverage and service scope. Pricing is agreed with the buyer at the start of the engagement and detailed in the call-off contract. A named technical account manager or cloud support engineer can be provided for Level 2 and Level 3 support, acting as the primary point of contact and supporting service governance and escalation.

Offboarding and exit management

On exit, Shivom Consultancy Limited supports knowledge transfer, handover of documentation and orderly withdrawal of access in line with buyer requirements.

Security and data protection

The service follows UK public sector security practices. Access is limited to buyer-approved AWS accounts and data. Security screening defaults to BPSS. No buyer data is retained beyond the engagement.

Accessibility

Where portals or documentation are provided, accessibility is aligned to WCAG 2.2 AA. Accessibility considerations include screen reader compatibility, keyboard navigation and text resizing.

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.