



Service Definition

Microsoft Azure 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 Microsoft Azure FinOps and GreenOps support to help organisations understand, control and optimise cloud costs while improving environmental sustainability. It focuses on financial governance, cost optimisation and carbon awareness across Azure environments.

Scope of the service

The service covers Azure cost management, FinOps operating model implementation, GreenOps analysis, cost optimisation recommendations, sustainability reporting and ongoing financial governance support. Activities are delivered remotely and tailored to the buyer's cloud maturity and objectives.

Features

- Azure cost and usage analysis
- Cost allocation and tagging models
- Budgeting and forecasting support
- FinOps governance framework implementation
- GreenOps sustainability analysis
- Carbon impact reporting
- Reserved Instance and Savings Plans optimisation
- Cost optimisation recommendations
- Chargeback and showback models
- FinOps and GreenOps dashboards

Benefits

- Improved visibility of cloud spend
- Reduced Azure cloud costs
- Stronger financial governance
- More accurate budgeting
- Improved sustainability awareness
- Reduced environmental impact
- Predictable cloud expenditure
- Better investment decisions
- Alignment between finance and engineering
- Continuous cost optimisation

Service constraints

The service is delivered remotely during UK business hours unless otherwise agreed. Buyers must provide access to Azure subscriptions, billing and sustainability data. Cloud licences, Azure consumption costs and Microsoft contract management are excluded and remain the buyer's responsibility.

Onboarding and implementation

Onboarding includes confirmation of scope, access setup, stakeholder alignment and baseline cost and sustainability assessment. Implementation activities are planned collaboratively and aligned to agreed FinOps and GreenOps objectives.

Service management and support

Support is provided in line with agreed service levels. This includes cost analysis, optimisation reviews, reporting, governance activities and ongoing advisory support during UK business hours.

Offboarding and exit management

On exit, all buyer data is returned or securely deleted as agreed. Knowledge transfer and final reports can be provided to support service transition or in-house capability.

Security and data protection

Access is limited to authorised personnel and follows least privilege principles. The service supports compliance with UK data protection legislation. No buyer data is reused outside the engagement.

Accessibility

Documentation and support portals used as part of the service align with WCAG 2.2 AA accessibility standards.

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.