



Service Definition Document

Lifebit Cloud Financial Management (FinOps) Services *(Prepared for G-Cloud 15 – Cloud Support Services)*

1. What the service is

Lifebit Cloud Financial Management (FinOps) Services provide expert support to help organisations understand, control, and optimise cloud spend within customer-owned cloud environments. The service combines financial visibility, cost optimisation, and governance practices aligned to FinOps principles, enabling Buyers to maximise value from cloud adoption while maintaining transparency and accountability.

2. Data backup, restore, and disaster recovery

The service does not introduce new data storage. All financial, usage, and billing data remains within the customer's cloud environment and cloud provider billing systems. Backup, restore, and disaster recovery capabilities are provided natively by the underlying cloud provider and remain under customer control.

3. Onboarding and offboarding support

Onboarding includes discovery workshops, access configuration, cost model review, and baseline spend analysis. Lifebit supports integration with existing billing, tagging, and reporting structures. Offboarding involves knowledge transfer, delivery of final optimisation reports, and removal of Lifebit access. No data migration is required.

4. Service constraints

The service operates within customer-owned cloud environments and is subject to customer security policies, approved regions, and resource limits. Support is delivered remotely unless otherwise agreed. Recommendations depend on the availability and accuracy of customer billing and usage data. Lifebit does not assume ownership of customer cloud accounts unless explicitly agreed.

5. Service levels

Service delivery is provided during UK business hours. Engagement milestones, response targets, and reporting cadence are agreed at call-off and documented contractually. As an advisory and optimisation service, performance outcomes depend on customer implementation of recommendations.

6. After-sales support

After-sales support is provided via email or ticketing channels and includes clarification of recommendations, ongoing cost optimisation guidance, and follow-up reviews. Access to a technical account manager and cloud support engineer is provided where agreed.

7. Technical requirements

The service requires access to supported cloud billing and cost management services (for example AWS Cost Explorer or Azure Cost Management), appropriate identity and access management permissions, and secure internet connectivity. A modern web browser is required for dashboards and reporting.

8. Outage and maintenance management

The service does not introduce additional operational components that could cause outages. Any issues affecting access to billing or reporting tools are dependent on the underlying cloud provider and communicated through provider status channels.

9. Hosting options and locations

All data accessed and analysed remains within the customer's chosen cloud regions and locations, supporting regulatory, data residency, and governance requirements.

10. Access to data upon exit

Customers retain full access to all billing data, reports, dashboards, and optimisation outputs at all times. On exit, Lifebit access is revoked and all materials already delivered remain with the customer. No proprietary lock-in is imposed.

11. Security

The service follows security-by-design principles and operates under a federated model that keeps data within the customer's cloud environment. Controls include least-privilege access, audit logging, secure authentication, and separation of duties. Lifebit operates an ISO/IEC 27001-certified information security management system and aligns with recognised cloud security best practices.