

G Cloud - Support

Service Definition Document

Cloud Financial Management



CloudCost iQ



SERVICE DESCRIPTION

CloudCost iQ is a unified, multi-cloud cost management service that aggregates and standardises billing data from major cloud providers, delivering actionable financial insights and optimisation strategies through a managed FinOps approach. It enables organisations to achieve cost savings, improve accountability, and enhance budget predictability while maximising cloud value and agility.

- **Unified Multi-Cloud Reporting:** CloudCost iQ consolidates billing data from Azure, AWS, Google Cloud, Oracle, and others into a single, normalised dashboard using the FinOps Open Cost and Usage Specification (FOCUS) standard for holistic cloud spend visibility.
- **FinOps Expertise & Guidance:** The service includes support from experienced FinOps practitioners who analyse cost data and provide actionable recommendations aligned with industry best practices.
- **Business-Relevant Insights:** Costs are mapped to business categories through custom tagging, enabling stakeholders like finance and IT to view data by project, product, or department, fostering accountability and responsible cloud usage.
- **Integration with Quorum Services:** Quorum CSP customers can add CloudCost iQ with minimal setup, leveraging existing relationships to quickly enable live cost dashboards for diverse stakeholders.



SERVICE FEATURES

Unified Multi-Cloud Reporting – Single pane of glass for all cloud costs.

CloudCost iQ aggregates billing data from Azure, AWS, Google Cloud, Oracle, and other providers into one normalised dashboard. Using the FinOps Open Cost and Usage Specification (FOCUS) standard, it standardises cost and usage metrics across clouds, providing a truly holistic view of your cloud spend in one place. No more juggling multiple portal reports or spreadsheets for each platform.

FinOps Expertise & Guidance – Managed service with FinOps best practices.

CloudCost iQ is not just a tool – it comes with Quorum's experienced team of FinOps practitioners. We don't simply present data; we interpret it and provide actionable recommendations. Our experts act as an extension of your team, helping to analyse cost reports, identify savings opportunities, and implement optimisation strategies aligned with industry best practices (as advocated by the FinOps Foundation).

Business-Relevant Insights – Customised views for accountability.

The service maps technical cloud usage to business-friendly categories. Through custom tagging and metadata, costs can be broken down by project, product, department, or any business unit that matters to you. This means each stakeholder (finance, IT, department heads) sees the data in their terms – for example, cost per product, service or team – making it easier to understand and take ownership of cloud spending. Such tailored showback/chargeback reporting encourages responsible usage by making teams accountable for their portion of the bill.



SERVICE FEATURES (Cont.)

Integration with Quorum Services – Seamless addition for existing customers.

For clients in our managed cloud programs, CloudCost iQ is delivered with minimal effort. In fact, if you're a Quorum CSP (Cloud Solution Provider) customer, core CloudCost iQ reporting is available as an add-on (free for customers with £50k annual spend). There's minimal setup required for this– we leverage our existing relationship and knowledge of your environment to turn on live cost dashboards accessible to your Finance, IT, and business stakeholders. This tight integration means faster time to value and no need to procure a separate cost-management tool.

Modern, Scalable Platform – Fast, secure, and future-proof technology.

CloudCost iQ is built on a modern data architecture using Microsoft Fabric and Azure services for data warehousing and analytics. Our efficient ETL pipeline ingests and updates cost data daily, so you always have up-to-date information. The solution is designed to scale with your needs – adding a new cloud provider or accommodating growing data volumes is straightforward and tested. We've implemented robust security controls (multi-tenant data separation, encryption, role-based access) to ensure only authorised users see the data relevant to them. The platform's flexibility also means we can adapt to emerging cloud services or new FinOps standards, keeping your cost management capabilities on the cutting edge.



SERVICE BENEFITS

Implementing CloudCost iQ delivers significant business benefits and addresses key drivers for organisations concerned with cloud financial management:

Cost Optimisation & Savings – Reduce waste, invest in growth.

By identifying your most expensive resources and opportunities for discounts, CloudCost iQ helps you cut out cloud waste and ensure you're only paying for what you use. Companies can typically realise meaningful cost savings (often double-digit percentage reductions) within months of adopting a FinOps approach. Savings can be reallocated to strategic projects, improving the overall return on cloud investments.

Financial Accountability & Governance – Empower teams with ownership of spend.

CloudCost iQ instils a culture where everyone takes ownership of their cloud usage and costs, supported by transparent data. This cross-team accountability means finance, IT, and business units all work from a single source of truth, leading to more responsible spending and internal chargeback/showback processes that are seen as fair. Accountability transforms cloud cost from an IT-only concern into an organisation-wide discipline.

Improved Budget Predictability – No more surprise bills.

With continuous monitoring and forecasting tools, organisations gain the ability to anticipate cloud expenditures and avoid budget overruns. CloudCost iQ provides trend analysis and even alerts when spending thresholds or anomalies occur, so there are far fewer "surprise" invoices. Better predictability in cloud spend improves overall budgeting accuracy and builds C-level confidence that cloud costs are under control.



SERVICE BENEFITS (Cont.)

Enhanced Visibility & Decision Making – Data-driven insights at your fingertips.

CloudCost iQ delivers granular visibility into what is driving cloud costs (down to the service, project, and team level). This clarity enables timely, informed decision-making: executives can quickly identify how cloud spend ties to business outcomes, and engineering managers can make trade-offs between cost and performance. The result is a more agile response to changing economic conditions – scaling up or down with clear insight into financial impact.

Maximised Cloud Value & Agility – Get the most out of every £ spent.

FinOps isn't just about cutting costs; it's about **maximising value**. CloudCost iQ helps ensure that cloud spend is aligned with business goals – funding revenue-driving services and innovation, not waste. By optimising the cost-to-value ratio of cloud, organisations can accelerate adoption of new cloud capabilities (AI/ML services, global expansion, etc.) with confidence, knowing there is a mechanism to continually keep efficiency in check. This balance of innovation with cost control is crucial for efficient growth.



SERVICE PROVISION

1. Assessment & Onboarding

- Review your current cloud environment, spend, and pain points.
- Analyse billing data and cost management processes.
- Identify key stakeholders and define FinOps objectives and success metrics.
- Set up secure, read-only access to billing data using strict security controls.

2. Integration & Customisation

- Deploy CloudCost iQ analytics platform and data pipeline (using Microsoft Fabric and Power BI).
- Integrate data from all cloud providers using the FOCUS open standard.
- Customise dashboards to reflect your organisational structure, tagging, and reporting needs.

3. Insight Delivery & Optimisation

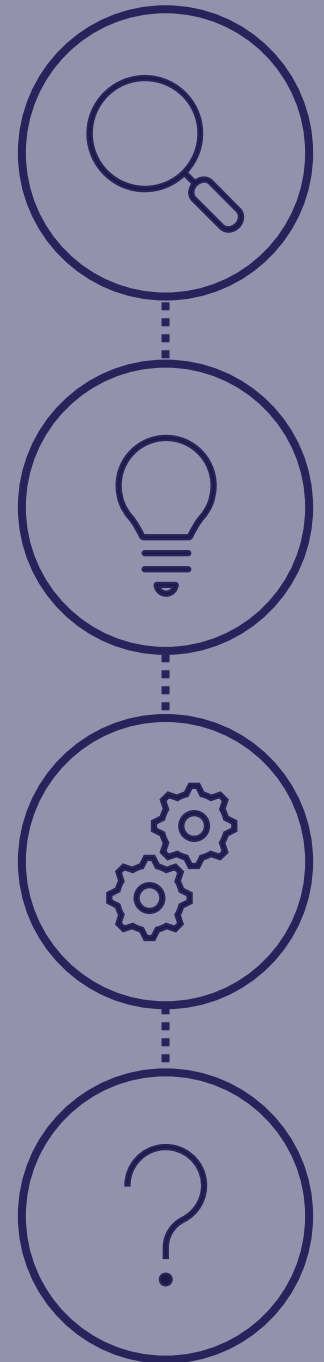
- Generate initial reports and dashboards, providing a comprehensive breakdown of spend.
- Identify “quick wins” for cost optimisation (e.g. idle resources, rightsizing, discount programs).
- Support execution of optimisation actions in collaboration with your team.

4. Continuous FinOps Management

- Provide daily cost data updates and automatic alerts for anomalies or budget thresholds.
- Hold regular review meetings to discuss trends, progress, and new initiatives.
- Offer ongoing training and enablement to foster a culture of cost awareness.
- Adapt the service as your needs evolve, integrating new cloud services and rolling out updates.

Key Roles:

- Quorum is a Microsoft Solutions Partner in Data and AI and has a dedicated Data and AI team.



SERVICE SUPPORT

CloudCost iQ is delivered as a managed service—not just a software tool. This means you get ongoing support from Quorum’s team of FinOps-certified consultants and cloud experts.

Quorum also provides different options for clients looking for support. We offer the following (price dependent on client requirement):

Full Managed Service

Full responsibility for all your IT services end-to-end, including external suppliers and project delivery. 24x7x365 support is available by agreement and incurs an additional charge.

IT Director as a Service

Our IT Director Service gives access to senior IT Directors on a part time basis who can work with you to review your current IT capability and develop your IT roadmap, ensuring that IT is aligned to the changing needs of your business.

End User and Infrastructure Support

As your outsourced infrastructure team, we will take responsibility for proactively monitoring, patching and managing your servers, storage and network devices, ensuring they remain highly available, performant and healthy.

All clients will be assigned a designated Account Manager and if required, a lead Cloud Architect.

