

FinOps Managed Service Service Definition Document

G-Cloud 15 | Lot 3 – Cloud Support Services

Service Provider: ARAADIGIT LTD

About this document

This service definition describes the scope, delivery model, service levels, and commercial structure of the FinOps Managed Service offered by Araadigit Ltd under the G-Cloud 15 framework, Lot 3 (Cloud Support Services). It should be read in conjunction with the G-Cloud 15 Pricing Document and the applicable Call-Off Contract.

1. Service overview

The FinOps Managed Service provides cloud financial management, optimization, and governance services for public sector organisations operating across AWS, Azure, GCP, and OCI. The service supports improved cost visibility, financial control, and informed decision-making across cloud environments.

Delivery combines experienced FinOps practitioners with analytics and automation techniques to support ongoing optimization and governance activities. The service is vendor-neutral and designed for regulated public sector environments. Any tooling used forms part of service delivery and is not offered as a standalone software product.

The service may also support sustainability and efficiency reporting, including cloud consumption insights relevant to GreenOps objectives, where required by the customer.

2. Service delivery model

The managed service encompasses Inform, Optimise, and Operate activities.

A Plan phase is available as an optional advisory engagement and is recommended to support smoother and more effective delivery of the managed service. Where a customer chooses not to undertake the Plan phase, the managed service can commence directly and align to the customer's existing strategy and governance arrangements.

3. Optional Plan phase (advisory)

The optional Plan phase provides an assessment of the customer's FinOps maturity, including spend analysis, opportunity identification, KPI definition, and roadmap creation.

4. Managed service scope (features)

- Multi-cloud visibility: Unified cost reporting across AWS, Azure, GCP, and OCI
- Tagging and allocation: Showback and chargeback reporting supporting cost accountability
- Budget and forecasting support: Spend modelling and variance analysis
- Anomaly and savings opportunity identification: Highlight potential optimisation areas
- Commitment optimisation support: RI, Savings Plan, and CUD analysis

- Unit economics reporting: Per-service or per-user cost benchmarking
- AI and Kubernetes cost visibility: Insight into AI and containerised workloads
- Enablement: Supporting teams to understand and manage cloud costs
- Cloud sustainability and efficiency reporting: Supporting GreenOps objectives where required
- FinOps advisory: Maturity roadmap, governance, and investment case design

5. Service outcomes and benefits

- Protect public funds by improving visibility of cloud spend drivers
- Ensure transparency through clear, auditable cloud cost allocation reporting
- Enable accountability by attributing cloud spend to teams, applications, or services
- Improve forecasting through data-driven budget planning and variance analysis
- Support value optimisation through informed SaaS and cloud commitment decisions
- Drive efficiency by identifying opportunities to optimise cloud resource usage
- Support collaboration by aligning finance and delivery teams using shared insights
- Build capability by enabling teams to manage cloud costs effectively
- Advance maturity supporting transition from reactive to proactive cost management
- Support sustainability objectives through visibility of cloud consumption efficiency

6. Cloud sustainability and GreenOps

The service supports organisations in understanding and improving the environmental efficiency of their cloud estate. GreenOps capabilities include cloud carbon visibility, resource efficiency analysis, sustainability reporting, and integration of sustainability metrics into FinOps reporting.

7. Onboarding and offboarding

Onboarding includes service initiation, access setup, and baseline reporting, typically completed within an agreed onboarding period.

Offboarding includes agreed data export, access removal, and secure data deletion, completed within the contract termination period.

8. Technical requirements and security

Secure, read-only access to cloud billing and usage data is required. Customer data is handled in accordance with UK public sector data protection requirements and OFFICIAL classification.

9. Service levels and support

High (P1): Initial response within 4 hours during support hours. Medium (P2): Response within agreed targets. Low (P3): Best-effort response. Support hours are 09:00–17:00 UK time, Monday to Friday.

10. Backup, recovery, and continuity

Recovery Time Objective (RTO) is 4 hours and Recovery Point Objective (RPO) is 24 hours.

11. Incident management

Incidents are logged, prioritised, and managed in line with defined procedures.

12. Termination and exit management

The service may be terminated with 30 days' written notice. Exit activities include data export, access removal, and secure deletion.

13. Liability and legal terms

Liability is capped at 125% of fees paid in the preceding 12 months. Further terms are governed by the G-Cloud 15 framework and applicable Call-Off Contract.

14. Security, assurance, and professional credentials

Araadigit Ltd holds Cyber Essentials certification. Araadigit Ltd is an official FinOps services provider. Delivery is supported by FinOps Foundation certified practitioners.

15. Pricing

Pricing is based on SFIA-aligned roles and rates published in the G-Cloud 15 Pricing Document. No pricing is offered on a price-on-application basis.