

FinOps & Cloud Cost Optimisation

G-Cloud 15 Service Definition



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1. Service summary

Digital Space's FinOps Foundation accredited experts will analyse your spend, talk you through how to make savings, help you forecast more accurately and understand the impact of new projects. We can also implement changes for you. Our focus is on turning complex analysis into simple but valuable actions.



2. Features & benefits

FinOps Certified Practitioners	Generates value – typically pays for itself in 3 months
Spend forecasting, cost tracking, and cost reduction	Take back control of your Cloud environment where spend can get out of control very quickly
Access to cost optimisation, analysis, and cost monitoring tools	Scheduling workloads typically reduces costs by 75%
Design a tagging strategy that supports business needs	Reserved Instance recommendations can save 20–60%
Personal service	Our experts will work closely with you in workshops and meetings to understand your environment and give clear feedback and advice

* Additional SFIA day rate charges will apply for any implementation and architectural work



3. Why choose Digital Space?

Cloud	Digital Space has more than twelve years' experience in providing Cloud solutions as an AWS Advanced Partner, a Microsoft Gold Partner and an IBM Gold Partner. It also has its own UK-based private Cloud and so is able to offer hybrid and multi-Cloud services that meet all needs from basic co-location, through to full public Cloud.
Connectivity	Cloud requires reliable connectivity and Digital Space is able to provide that through its own networking and connectivity business which includes a dedicated national network as well as the ability to provide everything from mobile connectivity to PWAN and SD-WAN solutions.
Security	Digital Space Cloud solutions have security built-in via the use of architectural patterns and technical staff who are Security Cleared but we also have partners who are security experts and can offer everything from Security Operations Centre as a service to ethical hacking and penetration tests.
Managed Service	Digital Space is expert in providing managed services and has held the AWS Managed Service Partner accreditation which involves regular external audits for more than 9 years. We also hold the following accreditations: ISO27001 – Information Security ISO27017 – Cloud Security ISO 20000 – IT Service management ISO14001 – Environmental management ISO9001 – Quality Management Our experience in this area means that we can either run services for you, making use of our automated Cloud monitoring services and Security Cleared experts, or implement services that can be easily managed and then train your team in how to provide that service themselves. Migrating your workloads to AWS allows you to innovate quickly by having compute infrastructure ready as required, enabling you to respond more quickly to shifting business conditions.
Public sector	Digital Space is experienced in working with the public sector including managing critical national infrastructure for central government, deploying artificial intelligence services for the NHS and delivering Cloud migrations for a wide range of organisations. This experience means that we understand your drivers and focus and are better able to supply your needs.
Innovation	In addition to a wide range of infrastructure engineers and architects, we also have developers who create innovative solutions on Cloud platforms.



4. Detailed service offering

Information gathering

Cost optimisation is different at a detailed level for every customer because it relies on customer-specific information including:

Area	Examples
Hours of usage	e.g. 9:00–17:00; 07:00 – 19:00; 24/7
Utilisation metrics	CPU, memory, disk, network etc.
Application lifecycle and change plans	We expect usage to double / halve / shrink over the next six months
Business cycles	Our finance system usage doubles at year-end

In order to understand how best to save you money, we typically need to monitor your infrastructure for at least 4–6 weeks in order to observe patterns. To facilitate this, we will need the following and will work with you to enable and configure them:

1. A read-only user on your AWS account with the necessary permissions
2. CUR reports, Cost Allocation Report, Billing Report
3. Access for our tools
4. A tagging strategy (we can advise) but this will typically facilitate analysis by environment (Dev / Test / Staging / Live); project; purpose (DB / App / Web / File); service
5. Discussions with appropriate members of your staff about cycles and peaks in business demand and their plans for development of the platform
6. An understanding of your plans for change.

Forecasting

We can provide one-off, annual, six monthly or quarterly forecasts in order to:

1. Demonstrate potential savings for a cost optimisation proposal
2. Assist you in your financial management process

In the latter case, the frequency of forecasts is based on the scale of your usage although you can choose to pay for the service if you require that level of detail on smaller usage.

We will prepare a draft forecast based on what we know of past trends but we will expect to meet with you and discuss how this should be altered to allow for future plans.

Our forecasts are typically within 1% accuracy but the customer is ultimately responsible for their AWS spend which may not match the forecast.



Advice & recommendations

Examples of the typical cost reduction strategies that our FinOps experts will use:

Focus	Question	Typical saving
Right-sizing	Do workloads match the CPU / memory / disk of the machines that they're running on?	10%
Scheduling	Are there workloads that are mainly used during office hours that could be set to scheduled switch-off?	75% for affected workloads
Always on discounts	Can we commit to always-on usage for certain servers and take advantage of Reserved Instance or Savings Plan discounts?	20-60% for affected workloads
Discounts for growth	Are we expecting usage to grow over time? If so, we may be able to gain higher discounts for committed growth and take advantage of OGVA2 (One Government Value Agreement).	22% for all usage
Database licensing	Are there cases where you're paying to licence a database on a virtual machine where it would be more cost-effective to use a managed database instance or swap to a cheaper database?	Varies by DB type
Microsoft licensing optimisation	Microsoft licensing is complex and it's easy to spend more than you need to. We can check your licensing against usage and ensure that your licensing is cost effective.	Varies with licensing and usage
Storage	Can you move some of your less frequently accessed data to cheaper services / tiers?	Varies on usage but can be as high as 96%
VDI shifting	Are you running Citrix or another expensive virtual desktop system when a Cloud alternative could be cheaper and more scalable?	Varies depending on usage

Although we will explain the logic of our recommendations to you, customers have no obligation to action recommendations and Digital Space is not liable for any failure to generate predicted savings.

Actioning changes

This service assumes that customers already have staff who can implement recommendations. We are happy to action rightsizing or scheduling changes for our managed service customers free of charge and we can purchase Reserved Instances or Savings Plans for all customers, regardless of their status. We can also provide quotations to customers who want us to action other changes that require the use of architects or implementation staff.



5. Complementary services

Business Continuity	Digital Space Backup as a Service Digital Space Disaster Recovery as a Service Digital Space Microsoft 365 native Backup as a Service Digital Space Microsoft Teams Backup as a Service
Communications	Digital Space 8x8 Cloud PBX Digital Space 8x8 Hosted PBX Digital Space 8x8 Meetings Collaboration Digital Space 8x8 Video Conferencing Digital Space 8x8 Voice for Microsoft Teams Digital Space Hosted Mitel Cloud (Flex)
Connectivity	Digital Space Managed SD-WAN Service
Contact Centre	Digital Space 8x8 CCaaS (Contact Centre as a Service) Digital Space 8x8 CPaaS (Contact Platform as a Service) Digital Space 8x8 UCaaS (Unified Communications as a Service) Digital Space 8x8 XCaaS (Experience Communications as a Service) Digital Space Amazon Connect Administrative Extensions Digital Space Cloud Contact Centre (Amazon Connect) Digital Space Cloud Contact Centre Managed Service
Migration	Digital Space Cloud migration Microsoft 365 Discovery Digital Space Microsoft 365 Migration Digital Space Cloud Contact Centre Migration
Platform	Digital Space AWS Managed Service Digital Space Azure Managed Service / Platform Digital Space Cloud Architecture, Design and Build Services Digital Space Cloud Solution Brokerage & Implementation Digital Space FinOps & Cloud Cost Optimisation Digital Space Private Cloud Managed Service Digital Space Well Architected Review



6. Copyright

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