Cloud Financial Management Services

Service Definition Document

GCloud 15

1. What the service is:

This document describes the G-Cloud FinOps – Financial Operations for the Cloud services offering by Health-E-Financials.

Health – E-Financials FinOps services for public sector clients offer a comprehensive approach to assess, understand, and optimise costs associated with cloud computing services. It includes monitoring spending, distributing costs across various departments or projects, optimising resource utilisation, and making strategic decisions to enhance the value of cloud investments while managing costs effectively.

This service ensures cost-effective management of development and ongoing costs, enhancing fiscal efficiency across all phases of cloud and digital transformation—from initial deployment to mature operation and during change management processes across multiple environments.

Key offerings include detailed cost analysis, budget forecasting, and expenditure tracking for cloud resources, alongside optimisation strategies for existing on-premise investments. We provide real-time financial oversight to maintain budget alignment during digital transformation initiatives, enabling cost-based architecture considerations, ensuring that projects remain on track financially without sacrificing quality or governmental compliance.

Benefits extend to post-delivery, where continuous cost monitoring, reporting practices and adjustment strategies ensure sustainable operational spending. By integrating cutting-edge FinOps practices, government agencies can achieve enhanced visibility into IT spending, improved cost predictability, and strategic resource allocation, ultimately leading to better service delivery and taxpayer value.

The following items are covered as part of our FinOps – Financial Operations for the Cloud service offering: -

1. Cost Transparency and Financial Control:
   We provide clear, granular visibility of cloud and on-premises costs to support NHS and wider public sector financial control requirements, ensuring transparency and effective stewardship of public funds.

2. Budget Forecasting and Financial Planning:
   Out team apply advanced forecasting and analytical techniques to support your budget setting, medium-term financial planning, and alignment with approved business cases, delegated budgets, and system funding allocations.

3. Cost Optimisation and Value-for-Money Architecture:
   We design and implement architectures that embed value for money by default, supporting NHS and wider public sector objectives to optimise cost, performance, resilience, and sustainability across cloud and on-premises environments.

4. Expenditure Reporting and Financial Assurance:

We Deliver robust, auditable financial reporting aligned to NHS and wider public sector assurance processes, supporting internal governance, external audit, and regulatory scrutiny, while identifying efficiencies and savings opportunities.

5. Governance, Risk, and Compliance:
   Our Team ensure that your financial management aligns with your local financial control frameworks be they NHS England financial frameworks, ICB governance arrangements, HM Treasury guidance, Cabinet Office controls, and applicable NHS regulatory and assurance requirements.

6. Real-Time Cost Monitoring and Spend Control:
   We are well versed in enabling near real-time monitoring of costs to support NHS England and ICB spend controls, early identification of variances, and timely corrective action at organisational and system level.

7. Cloud Financial Management (FinOps):
   We implement FinOps practices aligned with NHS and wider public sector cloud and digital strategies, supporting ICBs and provider organisations to manage cloud expenditure effectively and realise measurable benefits from cloud adoption.

8. Resource Allocation and Utilisation:
   We analyse and optimise the allocation and utilisation of digital and IT resources across NHS England, ICBs, and provider organisations to reduce waste, improve efficiency, and support system-wide service delivery priorities.

9. Financial Operations Automation:
   Out team can introduce automation to streamline NHS financial management processes, improve data quality and timeliness, and reduce manual administrative burden in line with NHS continuous improvement objectives.

10. Live Service and Post-Delivery Financial Management:
    We don’t cut and run, our team provide ongoing financial oversight throughout live service and operational phases, supporting NHS requirements for affordability, cost control, and sustainable service operation.

11. Tooling, Architecture Evaluation, and Procurement Support:
    Our team is skilled in evaluating and recommending appropriate commercial and bespoke FinOps tooling, supporting NHS procurement activities in line with Public Contracts Regulations, NHS procurement guidance, and local governance processes.

2. How Our Service Works

1. Enquiry, Ordering and Invoicing

We would be pleased to arrange a call or meeting to discuss your requirements in more detail. We recommend you do this before placing your order. A designated contact will be assigned to work with you in clarifying your requirements and providing you with a proposal.
If you are ready to proceed, please send an electronic copy of your purchase order to hello@health-e-financials.com or your designated contact.

2. Onboarding and Offboarding
Once an order has been placed, we will arrange an initial set up meeting with you to meet key stakeholders and introduce our consultants, discuss our general approach to the project and other general housekeeping matters such as access to workspaces and systems (if necessary). This is an opportunity for us to familiarise with your working practices, culture, and governance requirements.

   At the end of the project, we hold a project close meeting to ensure all activities have been completed to your satisfaction with a full handover, lessons learned and knowledge transfer check. We will document the outcomes for your reference. The project close meeting is also an opportunity to discuss further services and support arrangements you may require.

3. What you can expect from us
   a) Alignment to Strategic Objectives: We will work closely with you and your relevant stakeholders to understand your organisational and system-level strategic objectives, ensuring the services delivered align with these priorities.
   b) Structured, Best-Practice Delivery Approach: We will apply proven, best-practice methodologies tailored to the specific needs of your organisation. Delivery will commence with a robust discovery phase from Day One, supported by a clearly defined and mutually agreed implementation and communications plan, ensuring transparent, milestone-based progress and effective stakeholder engagement.
   c) Clear Leadership and Senior Engagement: We will appoint a dedicated Client Delivery Director who will engage regularly with your Senior Responsible Owner (SRO) or Project Sponsor and attend project boards where appropriate. They will be accountable for service quality, stakeholder satisfaction, and governance, and will act as the formal escalation point for any issues not resolved at delivery team level.
   d) Service Continuity and Resource Assurance: We will ensure continuity of service throughout the engagement without compromise to quality. Named consultants will be assigned during project initiation and aligned to the agreed delivery plan. Any changes to personnel will be managed within agreed timescales, with equivalent or higher-qualified replacements, and subject to prior approval.
   e) Knowledge Transfer and Capability Building: We will embed knowledge and skills transfer throughout delivery to enable you to sustainably adopt new systems, processes, and ways of working. This will include joint working, shadowing, and practical on-the-job training.
   f) Secure Collaboration and Information Management: We will provide and utilise a secure, collaborative online workspace to support project documentation, communication, reporting, and audit requirements, ensuring transparency and a single source of truth. We are experienced in using Microsoft 365 and can also align to alternative platforms in line with your requirements.

4. What we can expect from you
    a) Will put in place project controls such as a project plan and governance structures or participate in the development of these during project initiation.
    b) Participate in any engagement activities throughout your project including workshops and interviews.
    c) Ensure key staff are available in line with agreed timelines and resource plans and business as usual roles are backfilled as required.
    d) Provide access to business systems and networks where this is required to complete deliverables.
    e) Review and sign off on deliverables

3. Who we are

Health-E-Financials is a boutique financial and business intelligence consultancy with a deep understanding of architecture across business, application/data, and infrastructure domains. Our team brings years of experience in transformation projects, both large and small.

At health-e-financials, we specialise in helping public sector healthcare organisations modernise, optimise, and transform their financial & technology operations. By blending deep expertise in healthcare finance with innovative technology solutions, we enable institutions to achieve greater efficiency, transparency, and sustainability.

From navigating complex regulatory environments to implementing digital tools that streamline processes with AI integration, our mission is to empower public healthcare providers with the insights, strategies, and systems they need to deliver better outcomes—both financially and for the communities they serve.

Together, we're shaping a future where technology and financial stewardship strengthen the foundation of public healthcare.