

ITSX Cloud Cost Optimisation and Software Asset Management Service Definition

1. Service Overview

ITSX provides Cloud Cost Optimisation (CCO) and Software Asset Management (SAM) services designed to help UK public sector organisations reduce IT spend, improve compliance, and maximise the value of cloud and software investments. The service aligns with FinOps, ITAM, and public sector governance standards, supporting multi-cloud environments (AWS, Azure, GCP) and hybrid or on-premises estates.

2. Service Features

- Cloud cost optimisation across AWS, Azure, and Google Cloud.
- Software asset management for compliance and licence control.
- Automated data normalisation and reconciliation.
- FinOps-aligned reporting and cost governance.
- Real-time dashboards for spend, usage, and compliance visibility.
- Multi-cloud and on-prem integration.
- Licence reconciliation and optimisation opportunities.
- Public sector compliance and governance frameworks.
- Tailored configuration and onboarding.
- Expert consultancy and process improvement.

3. Service Benefits

- Reduces cloud and software spend.
- Improves compliance and audit readiness.
- Enhances financial and operational visibility.
- Enables data-driven decision-making.
- Automates repetitive reporting processes.
- Strengthens governance and policy alignment.
- Simplifies multi-cloud management.
- Promotes collaboration across IT, finance, and procurement.
- Reduces deployment and optimisation time.
- Supports sustainability through efficient resource utilisation.

4. Service Levels

ITSX provides email support 7 days a week, including weekends and public holidays, 08:00–20:00 (UK time). Response times: Critical – 2 hrs; High – 4 hrs; Standard – 1 day; Low – 2 days. All enquiries are triaged, tracked, and escalated to the Service Delivery Manager if SLAs are not met.

5. Support Levels and Pricing

Standard Support (included): SLA-backed email support. Enhanced Support: Proactive monitoring and priority handling, 10% of monthly service cost. Premium Support: 24/7 coverage, dedicated Technical Account Manager (TAM) or Cloud Support Engineer, 20% of monthly service cost.

6. Onboarding and Offboarding

ITSX provides structured onboarding including service design workshops, configuration of integrations and data sources, and training. Offboarding includes data export, documentation handover, and knowledge transfer.

7. Pricing Model

Pricing is based on data sources, environments, and users. Fixed monthly subscription with optional add-ons. Discounts available for multi-year contracts.

8. Service Constraints

Requires API access to cloud and software inventory sources. Customer must maintain accurate data feeds. Service dependent on agreed scope and data quality.

9. Ordering and Invoicing

Orders via G-Cloud Digital Marketplace. Monthly invoicing in arrears. Payment due within 30 days per standard government terms.

10. Termination

By consumer: 30 days' written notice. By supplier: 30 days' notice if obligations are not met. Data securely returned or deleted on termination.

11. Data Security

ITSX follows ISO 27001-aligned controls and UK GDPR principles. Data processed within the UK or approved regions, encrypted in transit and at rest.

12. Service Management

A named Service Delivery Manager ensures SLA compliance, service reviews, and performance reporting. Quarterly governance meetings review outcomes and improvements.

13. Training and Documentation

ITSX provides user and admin training via online sessions and accessible guides. Documentation meets WCAG 2.1 AA standards.

14. Accessibility

ITSX ensures all materials meet Government Digital Service (GDS) accessibility and usability standards.

15. Exit Plan

ITSX ensures a controlled exit process including data handover, documentation, knowledge transfer, and optional post-exit support.

16. Contact Details

ITSX Ltd Email: support@itsx.co.uk Support hours: 08:00–20:00 (UK time, 7 days a week) Website: <https://www.itsx.co.uk>