



G-CLOUD 15

Service Definition Document

Cloud Financial Management

Service Description

Logistream's specialist Cloud Financial Management (FinOps) and cost optimisation service for AWS, Azure, and Google Cloud. We provide SC-cleared specialists to deliver ongoing financial governance, real-time cost anomaly detection, and commitment-based discount management. Our service ensures public sector transparency, eliminates wastage, aligns cloud spend with departmental budgets and NCSC security standards

Our Specialities

- Monthly identification of idle, underutilised, or orphaned resources for immediate savings
- Strategic oversight of Reserved Instances (RIs) and Savings Plans to maximize discount coverage
- Automated monitoring and alerting for unexpected spend spikes or unbudgeted usage
- Implementation of robust metadata schemas to ensure 100% cloud cost accountability
- Benchmarking against the FinOps Foundation framework to identify operational gaps
- Mapping cloud costs directly to citizen-facing services or public outcomes
- Predictive analytics to align multi-cloud spend with departmental financial cycles
- Tailored financial dashboards for CFOs, budget owners, and non-technical stakeholders
- Analysis of BYOL (Bring Your Own License) and Hybrid opportunities
- Correlating financial waste with carbon emissions to support sustainability goals

Key Benefits

- Identifies immediate savings through right-sizing and resource reclamation
- Eliminates "bill shock" via proactive alerting and accurate multi-cloud forecasting
- Empowers stakeholders with granular data linked to specific citizen outcomes
- Direct mapping of cloud costs to departments through robust tagging
- Ensures taxpayer money spent on cloud delivers maximum service utility
- Aligns cloud spend with HMG commercial standards, departmental budget cycles
- Identifies and terminates orphaned resources automatically to save budget
- Maintains cost oversight as cloud estates grow in size, complexity
- Upskills in-house finance, tech teams through hands-on mentoring, best practices
- Reduces carbon footprint by eliminating inefficient and over-provisioned resources

Service Levels

Our Consultants will work with you to ensure that embedded within any project deliverables are agreements on how Quality & Assurance, and Performance will be tested and results will be measured.

We evaluate our Services against an agreed set of Deliverables, which we will report and agree with you at regular service management Meetings to suit your requirements. We also have our internal assessments which follow best practice and baseline measurements from other services which we have delivered. Most importantly we ensure that we meet the needs and objectives of our clients. We will do our utmost to ensure we deliver and perform, and always aim to exceed, all expectations of our Service. If we do not meet expectations in any

way then we would urge our clients to work with us, in the first instance, to remedy any issues. We assign account managers for escalations. We would be happy to remedy any issues or concerns raised

Service Offerings

We also specialise in the evolving multi-cloud world and have close working relationships with Google, Microsoft, Amazon, and VMware

We also hold expert skills with the following vendors and products.



Service Hours

Consultation, Advice and Guidance: 08:00-17:00, Monday to Friday, excluding bank holidays and other national holiday closure periods.

Support and Ticketing Requests: 24 hours a day, seven days a week.

Support and Ticketing Responses: 08:00-17:00, Monday to Friday, excluding bank holidays and other national holiday closure periods. This can be extend upon customer request and does not affect Priority 1 incident support needs

Priority 1 : 1 - 4 hours
Priority 2 : 1 - 8 hours
Priority 3 : 1 - 24 hours
Priority 4 : 2 days

Levels of Service

Target for successful SLA: 99.99%. (based on Support and Ticket Response period)

All requests relating to service support will be reported on and provided back in monthly and quarterly reviews. These will be performed outside of program and project meetings.

Support and Documentation

All support contacts can be made via : support@logistream.co.uk

All documentation requests for service can be made via service@logistream.co.uk

Support and Service Item Costs

Please refer to the SFIA Rate Card and pricing documents for pricing and information. We can also provide pricing on a Time and Materials basis upon request. All Prices are in Sterling and exclusive of VAT

Our Services can be ordered in line with the G-Cloud 14 framework call off-terms. Resource rate is in line with our SFIA rate card and invoices are raised one month in arrears for the resource days worked, inclusive of VAT, and any agreed expenses where applicable

Support and Service Manager

Should you require any information not listed here, or in our Terms and Conditions or pricing documents then do let us know.

Please direct all initial enquiries to our Account Manager Sai Yada using one of the following methods: Email: sai.yada@logistream.co.uk or Mobile: 07849 760935

Upon contact, Sai will answer or direct you to one of our Team who will engage with you to fully understand your requirements and consult with you on how we can assist you with your enquiry. We would love to hear from you.