Service Definition: Cloud Support (Cloud Financial Management)

1. Overview – What the Service Is

Cloud Support (Cloud Financial Management) provides structured financial governance, cost control, and optimisation support for cloud environments. The service enables organisations to understand, manage, and optimise cloud spending while maintaining performance, security, and service quality.

The service applies FinOps principles to ensure cloud costs are transparent, predictable, and aligned with business value. It supports organisations operating public, private, or hybrid cloud environments and is suitable for both early-stage cloud adopters and mature cloud estates.

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2. Scope of the Service

Cloud Financial Management services typically include:

- Cloud cost visibility and reporting
- Budgeting and forecasting support
- Cost allocation and chargeback/showback models
- Identification and implementation of cost optimisation opportunities
- Resource usage analysis and waste reduction
- Financial governance and policy enforcement
- Support for reserved capacity and savings plans
- Ongoing financial performance reviews

The service can operate independently or alongside ongoing cloud support and security services.

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3. Data Backup, Restore, and Disaster Recovery Considerations

Cloud Financial Management includes financial oversight of backup, restore, and disaster recovery services. This ensures that resilience requirements are met without unnecessary cost.

The service evaluates backup retention policies, replication strategies, and disaster recovery configurations to balance cost against recovery objectives. Recommendations are provided to optimise storage tiers, backup frequency, and redundancy while maintaining compliance and business continuity.

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4. Onboarding and Offboarding Support

Onboarding

Onboarding begins with a financial baseline assessment of the cloud environment. This includes reviewing current spend, usage patterns, billing structures, and existing governance controls.

Access to billing data and cost management tools is established securely. Financial tagging standards, reporting requirements, and optimisation priorities are agreed during onboarding.

Offboarding

Offboarding includes removal of access to billing systems, export of financial reports, and handover of cost governance documentation. Any retained financial data is returned or securely deleted in line with contractual requirements.

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5. Service Constraints

Cloud Financial Management services are advisory and governance-focused. They do not include direct modification of customer workloads unless explicitly agreed.

The accuracy of insights depends on the quality of cost data and tagging provided by the cloud platform. Where gaps exist, these are documented with mitigation recommendations.

The service is delivered remotely.

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6. Service Levels and Reporting

Service levels focus on reporting accuracy, delivery timelines, and regular financial review cadence. These typically include:

- Monthly cost and usage reports
- Forecasting and budget variance analysis
- Regular optimisation reviews
- Agreed response times for financial queries

Service reviews ensure continuous alignment with business priorities.

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7. After-Sales and Continuous Optimisation Support

After onboarding, Cloud Financial Management operates as an ongoing optimisation and governance function. This includes:

- Continuous monitoring of cost trends
- Identification of new optimisation opportunities
- Support for scaling and architectural changes
- Alignment with procurement and finance teams

The service supports sustainable cost control rather than one-off savings.

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8. Technical Requirements

To deliver the service effectively, the following are typically required:

- Read access to cloud billing and cost management tools
- Access to resource inventories and tagging data
- Integration with reporting or finance systems where required

All access is controlled, logged, and reviewed regularly.

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9. Outage and Maintenance Considerations

Cloud Financial Management does not introduce service outages. Recommendations that may impact workloads are planned and coordinated with operational teams.

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10. Hosting Options and Locations

The service supports cloud environments hosted across approved public, private, and hybrid cloud regions. Data residency requirements for financial data are respected.

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11. Access to Data Upon Exit

All financial reports, dashboards, and optimisation records are owned by the customer. Upon exit, data is exported in agreed formats, and access is securely revoked.

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12. Security and Data Protection

Financial data is handled securely in line with data protection regulations. Access follows least-privilege principles, and all financial reporting systems are protected with strong authentication and auditing.