

Service Definition - Cloud Financial Management Services

1. Service Overview

Guidehouse's Cloud Financial Management Service (FinOps) helps public sector organisations gain visibility and control over their cloud spend while ensuring it directly supports mission outcomes. The service provides practical cost optimisation, financial governance, and operational insight across multi-cloud environments.

This service is suitable for buyers seeking a cost-efficient, transparent, and accountable approach to managing cloud expenditure.

2. Service Scope & Objectives

Scope

The service covers:

- Cloud cost analysis, forecasting, and budgeting
- Multi-cloud cost optimisation and rightsizing
- Governance model creation and FinOps operating model setup
- Tool evaluation and integration guidance
- Cloud financial performance reporting
- Cloud portfolio assessment and benchmarking

Objectives

- Improve cloud cost transparency and accountability
- Align cloud consumption to mission and service needs
- Establish sustainable cost governance models
- Reduce unnecessary spend and optimise utilisation
- Build cloud financial management capability within the organisation

3. Service Features & Benefits

Features (from consolidated Lot 3 submission)

- Current-state cloud portfolio assessment and benchmarking
- Cloud cost strategy and forecasting plan development
- Vendor and tool evaluation for cost management
- Cloud FinOps team charter and governance model
- Standard operating procedures for financial management
- Showback/chargeback pricing model configuration
- Rightsizing compute and storage to utilisation
- DevSecOps controls to curtail environment costs
- Application rationalisation and infrastructure optimisation analysis
- Architecture guidance and stakeholder education on leading practices

Benefits

- Reduces cloud costs and eliminates unused resources
- Improves cost transparency and accountability across teams
- Aligns cloud spend to mission objectives
- Increases forecasting accuracy and budget control
- Accelerates adoption of standardised financial governance
- Enhances collaboration between business, finance, engineering
- Drives continuous optimisation of cloud consumption
- Reduces deployment and operational inefficiencies
- Mitigates security and compliance risks in cloud
- Improves decision-making with actionable cost insights

4. Service Components / Work Packages

This service typically includes the following components:

4.1 Cloud Financial Baseline Assessment

- Analyse historical usage and spend across cloud accounts
- Benchmark maturity against FinOps/FOCUS standards
- Identify savings opportunities and optimisation gaps

4.2 Cost Governance Operating Model

- Define roles and responsibilities (technical, business, finance)
- Create FinOps procedures, playbooks, and monthly governance cycles
- Introduce budget guardrails, policy controls, and alerting mechanisms

4.3 Cost Optimisation Interventions

- Rightsizing of compute/storage resources
- Decommissioning or scheduling of unused services
- Pricing model assessment (reserved instances, savings plans, committed spend)

4.4 Reporting & Insights

- Dashboards for cost trends, anomalies, and optimisations
- Monthly reporting packs for IT, Finance, and Service Owners
- Recommendations for continuous improvement

4.5 Knowledge Transfer & Upskilling

- FinOps training and workshop delivery
- Coaching and handover to internal teams

5. Roles & Responsibilities

Guidehouse Responsibilities

- Provide qualified FinOps and cloud architecture specialists
- Deliver assessments, workshops, and optimisation recommendations
- Provide artefacts such as reports, models, and governance templates
- Work with Buyer teams and third parties as needed
- Ensure all staff meet BS7858 and SC clearance levels where required

Buyer Responsibilities

- Provide access to cloud billing data, accounts, and tooling
- Supply architectural and service owner contacts
- Attend governance and review sessions
- Approve implementation of cost changes

6. Onboarding & Offboarding

Onboarding

- Kick-off meeting and requirements validation
- Data access setup (billing, tooling, dashboards)
- Agreement of reporting cadence and deliverables

Offboarding

- Knowledge transfer sessions
- Handover of all artefacts, templates, and reports
- Closure meeting with summary of outcomes and next-step recommendations

7. Service Management & Reporting

- Monthly status reporting to Buyer
- RAID management as required
- Regular checkpoint meetings with key stakeholders
- Review against KPIs defined during onboarding

Support is delivered via email, phone, ticketing and web chat, meeting the accessibility requirements of **WCAG 2.2 AA**.

8. Security, Compliance & Standards

This service aligns with:

- NCSC cloud security principles
- ISO 27001 and public sector security guidance
- FinOps and FOCUS standards
- CCS General Terms for data protection, confidentiality, and information security

Guidehouse staff hold BS7858:2019 and SC-level clearances where required.

9. Constraints & Dependencies

Dependencies

- Buyer provides access to cloud billing data
- Buyer provides access to technical SMEs
- Availability of cloud cost tooling (native or third-party)

Constraints

- No inherent service constraints listed in the tender response
- No change to CCS General Terms permitted in this document (no contractual modifications)

10. Pricing Model (Non-Commercial Description)

Pricing follows the day rates published in the Digital Platform for Lot 3. Work is scoped on a time-and-materials basis with optional fixed-scope work packages by agreement.

Pricing is exclusive of VAT and travel/subsistence and fully adheres to CCS pricing requirements.

11. Document Control

- **Service Name:** Cloud Financial Management Services
- **Supplier:** Guidehouse
- **Framework:** G-Cloud 15 – Lot 3 Cloud Support
- **Related documents:**
 - CCS General Terms (RM1557.15-v1.0)
 - Lot 3 Consolidated Service Responses
 - Guidehouse Lot 3 Overarching Terms & Conditions

This Service Definition should be read alongside the above documents and does not override CCS General Terms.