

Cloud FinOps Assessment & Cost Optimisation

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

The **Cloud FinOps Assessment & Cost Optimisation** service is a targeted engagement designed to eliminate "uncontrolled spend" and "budget inaccuracy" within your cloud estate. Public sector organisations often face a "lack of financial control" and "wasted spend" due to opaque pricing models and unmanaged scaling.

GlobalLogic applies a rigorous FinOps methodology to diagnose these inefficiencies. We move beyond simple cost-cutting to establish "intelligent resource allocation" and financial accountability. By analysing your consumption patterns, we target specific high-impact outcomes, including an **Effective Cloud Savings Rate of 15–31%** and **Cloud Spend Forecast Accuracy with < 5% deviation**.

This service includes specialised modules for **VMWare Licence Optimisation** and **GreenOps** to align financial efficiency with sustainability goals.

1.2 Scope of the Service

The service delivers a comprehensive financial health check covering:

- **FinOps Maturity Assessment:** Review of current financial controls against the "Cost Management & FinOps" industry benchmarks.
 - **Spend Analysis:** Identification of "wasted spend" across compute, storage, and networking.
 - **Forecast Accuracy Review:** Analysis of budget vs. actuals to fix "budget inaccuracy".
 - **VMWare Optimisation:** Strategic review of VMWare licensing to address renewal risks.
 - **Resource Utilisation:** Analysis of idle/underutilised resources to drive utilisation from ~50% to 70–80%.
 - **GreenOps Assessment:** Evaluation of carbon efficiency and environmental impact.
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1.3 Delivery Approach

We utilise a "Sprint 0" Health Check methodology to deliver actionable financial insights in days, not months:

- **Day 1 (Deep Dive):** Collaborative workshops to analyse the environment, identify "pain points," and map financial flows.
 - **Day 2–5 (Build Insights):** Our FinOps experts model savings scenarios, quantify "unknown business risks," and design governance guardrails.
 - **Day 6 (Playback):** Presentation of the Cost Optimisation Roadmap and quantified savings potential.
 - **Day 7+ (Execution - Optional):** Implementation of the remediation backlog to realise savings.
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1.4 Tools, Methods & Standards

- **Methodologies:** FinOps Foundation principles, GreenOps, Agile "Sprint 0".
 - **Standards:** Industry benchmarks for Cloud Savings Rate (15–31%) and Resource Utilisation (70–80%).
 - **Tools:** Native cloud cost management tools (AWS Cost Explorer, Azure Cost Management), proprietary GlobalLogic FinOps accelerators.
 - **Security:** Staff screening to BS7858:2019 and SC clearance where required.
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1.5 Deliverables

- **FinOps Assessment Report:** A detailed breakdown of current spend efficiency against leader metrics.
 - **Cost Optimisation Roadmap:** A prioritised backlog of remediation tasks to eliminate wasted spend.
 - **VMWare Strategy:** Recommendations for licence optimisation and modernisation.
 - **GreenOps Report:** Carbon footprint analysis and reduction strategies.
 - **Governance Model:** Design for automated budget alerts and cost allocation tags.
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1.6 Dependencies & Constraints

- **Access:** Requires read-only access to cloud billing consoles and cost management data.
 - **Data:** Access to historical spend data (minimum 3–6 months) for trend analysis.
 - **Stakeholders:** Availability of budget holders and technical leads for the Day 1 Deep Dive.
 - **Delivery Model:** Services are delivered via a hybrid/blended model (UK Onshore, Nearshore, Offshore).
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1.7 Customer Responsibilities

- Provisioning read-only access to billing data prior to Day 1.
 - Providing context on current budget constraints and financial goals.
 - Reviewing and approving the remediation backlog during the Playback session.
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1.8 Quality Assurance & Governance

- **Metrics-Driven:** All recommendations are backed by hard data (e.g., Utilisation Rates, Forecast Deviation).
 - **Benchmarking:** We benchmark your performance against "Minimum Industry Benchmarks" and "Leader Metrics".
 - **ISO 9001:** Quality management aligned to international standards.
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1.9 Security, Data Protection & Compliance

- **Certifications:** ISO 27001, Cyber Essentials Plus.
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- **Data Privacy:** Financial data is handled in strict accordance with UK GDPR.
 - **Confidentiality:** All cost and architecture data is treated as commercially sensitive.
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2. Onboarding & Offboarding

2.1 Onboarding

- **Kick-off:** Alignment on financial goals and "Sprint 0" scheduling.
- **Access Setup:** Secure provisioning of read-only billing access.
- **Context Review:** Analysis of existing budgets and target operating models.

2.2 Offboarding

- **Handover:** Transfer of the Cost Optimisation Roadmap and all financial reports.
 - **Knowledge Transfer:** Playback session to ensure teams understand how to maintain financial control.
 - **Data Deletion:** Secure removal of all client financial data from GlobalLogic systems.
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3. Pricing & Commercials

Pricing Model: Time & Materials (T&M) based on our GCloud Rate Card or Fixed price for agreed scope.

4. Case Studies

4.1 Public Sector FinOps Transformation (Representative Outcomes)

- **Challenge:** An organisation struggled with "uncontrolled spend," "budget inaccuracy," and "no financial control".
 - **Solution:** GlobalLogic delivered a FinOps Assessment and GreenOps review, implementing automated guardrails and resource rightsizing.
 - **Outcome:**
 - ~15–30% improvement in Cloud Spend Efficiency.
 - < 5% deviation in Cloud Spend Forecast Accuracy.
 - 70–80% Cloud Resource Utilisation achieved.
 - ~92% improvement in the critical findings backlog.
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5. About GlobalLogic & Why We're the Right Partner

5.1 About GlobalLogic

GlobalLogic, a Hitachi Group Company, is a leader in digital product engineering. We helped create some of the most innovative and widely used digital products and experiences. We integrate experience design, complex engineering and AI & data expertise to help public sector organisations and commercial enterprises accelerate their transition into digital-first businesses.

Unlike traditional systems integrators that focus on maintaining legacy IT, we focus on **building the new**. We combine a "chip-to-cloud" software engineering mindset with user-centric design to create digital products that citizens and employees want to use.

- **Global Scale, Local Delivery:** We employ over 32,000 professionals across 23 countries. In the UK & Ireland, we operate major engineering and design hubs in London, Manchester, Edinburgh, and Newry.
- **The Hitachi Advantage:** Acquired by Hitachi in 2021, we bring the agility of a Silicon Valley digital native backed by the financial stability, R&D depth and 110-year heritage of a global industrial giant.
- **Core Capabilities:** Our services span the full digital lifecycle, including Digital Advisory, Experience Design (via our Method design arm), Software Engineering, Data & AI, and Cloud Platform development.

5.2 Why GlobalLogic

We bridge the gap between strategic intent and technical execution. For public sector buyers, we offer a distinct alternative to incumbent providers by focusing on **delivery velocity** and **engineering rigour**.

- **We Build, We Don't Just Advise:** Our roots are in product engineering. We apply the same rigorous standards used to build life-critical medical devices and global banking platforms to public sector challenges. We deliver working software, not just slide decks delivering >2000 product releases per annum.
- **Velocity AI – Accelerating Impact:** We do not just build AI; we engineer ecosystems where intelligence is orchestrated across the business. Using our Velocity AI strategy, we typically

achieve a **30% increase in productivity** and a **25% reduction in time-to-market** for new digital services.

- **User-Centric, Security-First:** We align with GDS (Government Digital Service) standards by default, ensuring services are accessible and intuitive. Crucially, we embed security into the engineering lifecycle (Secure-by-Design), aligning with NCSC principles to manage data and risk effectively.
- **Proven in Regulated Environments:** We have two decades of experience delivering in highly regulated sectors, including Life Sciences, Healthcare, and Financial Services. We understand how to navigate complex compliance landscapes without sacrificing the pace of innovation and hold (amongst others) **ISO 13485 certification** and follow **IEC 62304 compliant** software development lifecycles.

5.3 Social Value & Ethical Impact

We believe that social innovation is as critical as technical innovation. GlobalLogic, as part of the Hitachi Group, operates with a deep commitment to creating positive impact for people and the planet. Our approach is grounded in measurable outcomes and global ethical standards.

- **World-Class Ethical Leadership:** In 2025, Hitachi was named one of the **World's Most Ethical Companies** by Ethisphere. This recognition reflects our commitment to integrity, compliance and high standards of governance in every public sector engagement.
- **Commitment to Diversity and Inclusion:** We are a signatory of the **CEO Action for Diversity and Inclusion**. We achieved the Hitachi Group 2030 goal of having **30% women in our workforce** in 2023, seven years ahead of schedule.
- **Sustainable Operations:** GlobalLogic holds an **EcoVadis Silver Rating**, placing us in the **top 15%** of companies assessed for sustainability in our sector. We report our own Scope I, II and III emissions and are fully aligned with Hitachi's target to achieve carbon neutrality at all business sites by 2030.
- **Proven Supply Chain Integrity:** Our **NQC Supplier Assurance** score exceeds the industry average by **25%**. This ensures that our delivery models are as responsible as they are resilient.
- **Talent Development and Wellbeing:** GlobalLogic is recognized as a global leader in talent development, receiving the **ATD Best Award in 2025**. This ensures our public sector teams are continuously upskilled in the latest technologies, including responsible AI and secure engineering practices.

6. Contact Details

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