

FinOps & Cloud Cost Optimisation Service

SERVICE DEFINITION DOCUMENT - VERSION 1.0

Contents

1. Detailed Service Description	3
1.1 Overview	3
1.2 Scope of the Service	3
1.3 Delivery Approach	4
1.4 Tools, Methods & Standards	4
1.5 Deliverables	4
1.6 Dependencies & Constraints	5
1.7 Customer Responsibilities	5
1.8 Quality Assurance & Governance	5
1.9 Security, Data Protection & Compliance	6
2. Onboarding & Offboarding	7
2.1 Onboarding	7
2.2 Offboarding	7
3. Pricing & Commercials	8
4. Case Studies	9
5. About GlobalLogic & Why We're the Right Partner	10
5.1 About GlobalLogic	10
5.2 Why GlobalLogic	10
5.3 Social Value & Ethical Impact	11
6. Contact Details	12

1. Detailed Service Description

1.1 Overview

The GlobalLogic FinOps & Cloud Cost Optimisation Service helps public sector organisations rapidly identify and realise cloud cost savings while establishing the foundations for a mature FinOps culture. By combining immediate remediation of wasted spend with long-term architectural optimisation, the service moves organisations from simply paying cloud bills to understanding and forecasting cloud value.

Using our proprietary "Measure, Optimise, Forecast" framework, we typically deliver 10-30% in immediate cost reduction through waste elimination, rate optimisation, and GreenOps sustainability reporting. The service bridges financial governance with technical engineering, ensuring that cost accountability is distributed across product and engineering teams.

1.2 Scope of the Service

The service is delivered through a structured engagement model covering the following areas:

- **Cloud Spend Assessment:** Comprehensive analysis of AWS Cost & Usage Reports (CUR), tagging coverage, and billing data to establish a baseline.
 - **Waste Identification & Remediation:** Detection of idle resources (zombie instances), detached volumes, unattached IPs, and non-production resources running out of hours.
 - **Rate Optimisation:** Analysis and implementation of Reserved Instances (RIs), Savings Plans, and Spot Instance strategies to reduce unit costs without performance impact.
 - **FinOps Maturity Assessment:** Benchmarking current capabilities against the FinOps Foundation framework using the GlobalLogic FinOps Maturity Evaluator.
 - **Tagging Strategy Definition:** Developing and applying a consistent tagging policy to ensure granular cost allocation and show-back/charge-back capabilities.
 - **GreenOps & Sustainability:** Reporting on carbon emissions associated with cloud usage and recommending optimisation strategies to meet Greening Government ICT targets.
 - **Architectural Modernisation:** Applying the "7 Rs" methodology (Refactor, Replatform, etc.) to identify legacy workloads suitable for modernisation to cloud-native, cost-efficient architectures.
-

1.3 Delivery Approach

GlobalLogic utilises a phased "Measure, Optimise, Forecast" methodology:

- **Measure (Weeks 1-2):** We ingest cost data, deploy initial dashboards, and conduct stakeholder interviews to understand the current state. We identify "Quick Wins" that can be executed immediately with low risk.
 - **Optimise (Weeks 3-6):** We execute the remediation plan, tackling complex waste and architectural inefficiencies. We implement rate optimisation strategies and refine unit economic metrics.
 - **Forecast (Weeks 7-8):** We establish governance structures, including anomaly detection alerts and budget thresholds. We hand over custom QuickSight dashboards to ensure sustainable, long-term visibility.
-

1.4 Tools, Methods & Standards

We leverage a combination of industry-standard tooling and proprietary assets:

- **GlobalLogic FinOps Maturity Evaluator:** A scored assessment framework to measure FinOps capability across People, Process, and Technology.
 - **AWS Native Tooling:** Extensive use of AWS Cost Explorer, Cost & Usage Reports (CUR), Trusted Advisor, and Compute Optimizer.
 - **Visualisation:** Custom Amazon QuickSight dashboards configured for different personas (Finance, Executives, DevOps).
 - **Modernisation Framework:** The "7 Rs" migration methodology (Retain, Retire, Relocate, Rehost, Repurchase, Replatform, Refactor).
 - **Standards:** Alignment with the FinOps Foundation principles and ISO 27001 security standards.
-

1.5 Deliverables

- **FinOps Maturity Report:** A detailed assessment of current maturity with a roadmap for improvement.
 - **Savings Opportunity Backlog:** A prioritised list of validated savings initiatives with estimated ROI and technical complexity scores.
 - **Implementation Plan:** A roadmap for executing complex savings opportunities (e.g., replatforming).
-

- **Custom Cost Dashboards:** Live QuickSight dashboards providing visibility into spend trends, anomalies, and unit costs.
 - **GreenOps Sustainability Report:** An analysis of carbon footprint with recommendations for reduction.
 - **Governance Playbook:** Documented policies for tagging, budgeting, and anomaly handling.
-

1.6 Dependencies & Constraints

- **Access:** Provision of read-only access to Cloud Cost & Usage Reports (CUR), Cost Explorer, and relevant billing accounts is mandatory.
 - **Stakeholders:** Availability of technical leads and product owners to validate "waste" resources before termination.
 - **Permissions:** Implementation of remediation actions (e.g., purchasing Savings Plans) requires appropriate write permissions or must be executed by the client team under our guidance.
 - **Timeline:** Standard engagement is typically 6-8 weeks, dependent on the size of the cloud estate.
-

1.7 Customer Responsibilities

- Provide timely access to cloud accounts and billing data.
 - Nominate a "FinOps Champion" or key point of contact to facilitate decision-making.
 - Approve "Quick Win" remediation actions within agreed SLAs to realise savings during the engagement.
 - Participate in weekly sprint reviews and steering committee meetings.
-

1.8 Quality Assurance & Governance

GlobalLogic employs a rigid QA framework including:

- **Steering Committee:** Bi-weekly reviews with key stakeholders to track savings realised vs. targets.
 - **Peer Review:** All architectural recommendations are peer-reviewed by a Principal Architect before presentation.
-

1.9 Security, Data Protection & Compliance

- **Certifications:** ISO 9001, ISO 27001, Cyber Essentials Plus.
 - **Data Handling:** All cost data is processed within the client's tenant where possible. No PII is required for cost analysis.
 - **Staff Vetting:** All staff are screened to BS7858:2019 standards; SC-cleared staff are available upon request.
-

2. Onboarding & Offboarding

2.1 Onboarding

- **Kick-off Workshop:** Clarification of objectives, scope, and KPIs (e.g., target savings %).
- **Access Setup:** Configuration of IAM roles and permissions for analysis tools.
- **Data Ingestion:** Connection of visualisation tools to the client's CUR bucket.

2.2 Offboarding

- **Knowledge Transfer:** Walkthrough of all dashboards and reports with the client's internal team.
 - **Handover:** Transfer of any custom scripts or automation code (e.g., Terraform/CloudFormation templates).
 - **Access Revocation:** Formal request to revoke all external access credentials.
 - **Final Report:** Submission of a "Realised Savings" report confirming the value delivered.
-

3. Pricing & Commercials

This service is available under a Hybrid pricing model:

- **Time & Materials (T&M):** Charged based on the GCloud rate card for advisory and complex engineering tasks.
OR
 - **Fixed Price:** Available for defined work packages (e.g., "Initial Assessment & Roadmap") based on the GCloud rate card.
-

4. Case Studies

Case Study – Global Information Provider

Challenge: A leading data analytics provider faced spiralling cloud costs following a triple merger, with fragmented visibility across three business units and no unified governance.

Solution: GlobalLogic deployed a FinOps squad to implement the "Measure, Optimise, Forecast" framework. We consolidated AWS organisations, deployed custom QuickSight dashboards for persona-based reporting, and established a "Community of Practice" for ongoing training.

Outcome:

- Achieved significant reduction in monthly cloud spend.
 - Implemented automated anomaly detection to prevent future budget shocks.
 - Established unit economics to link cloud spend directly to business value and revenue.
-

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

Email: public.sector@globallogic.com

Website: www.globallogic.com/uki