

Azure Cloud FinOps and Cost Optimisation

SERVICE DEFINITION DOCUMENT - VERSION 1.0

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1. Detailed Service Description

1.1 Overview

GlobalLogic's Azure Cloud FinOps and Cost Optimisation service is designed to help public sector organisations maximise the business value of their cloud investments. By blending financial accountability with engineering rigour, we enable departments to move from reactive spend management to proactive cloud economics. Our approach aligns with the FinOps Foundation's core principles of Inform, Optimise and Operate.

We provide deep visibility into Azure consumption using native tools like Azure Advisor and Azure Cost Management, alongside custom dashboards tailored to departmental needs. Our specialists identify immediate savings through waste elimination and long-term efficiencies through architectural refinement and strategic procurement of Reserved Instances or Savings Plans. This service ensures that cloud spend is directly linked to citizen outcomes while maintaining the governance and transparency required for public sector financial compliance.

1.2 Scope of the Service

- Spend Analysis and Visibility: Comprehensive audit of current Azure consumption and identification of cost drivers.
 - Governance Framework Design: Development of tagging policies, budget alerts and resource hierarchy for granular cost allocation.
 - Strategic Optimisation: Planning and implementation of Azure Savings Plans and Reserved Instances.
 - Waste Reduction: Identification and automated decommissioning of orphaned or underutilised resources.
 - Capability Building: Training and knowledge transfer to establish internal FinOps functions within the organisation.
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1.3 Delivery Approach

Our delivery model follows a structured lifecycle to ensure sustainable cost management:

Discovery

We perform a baseline audit of the Azure environment, identifying key stakeholders and current spend patterns

Design

We define the FinOps governance model, including tagging strategies, KPIs and an optimisation roadmap.

Build

Our engineers configure Azure Cost Management, implement automated alerting and deploy cost-tracking dashboards.

Test

We validate cost allocation accuracy and ensure that governance guardrails do not impede delivery velocity.

Transition & Handover

We provide final reports and conduct workshops to empower internal teams to maintain the FinOps practice.

1.4 Tools, Methods & Standards

- Agile Delivery: Scrum or Kanban methodologies for iterative improvements.
- DevOps and GitOps: Integrating cost-aware engineering into CI/CD pipelines.
- Standard Frameworks: Microsoft Azure Well-Architected Framework and FinOps Foundation principles.
- Security Standards: NCSC Cloud Security Principles and Secure-by-Design engineering.

- Accessibility: Alignment with WCAG 2.2 AA standards where dashboards are citizen or staff facing.
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1.5 Deliverables

- FinOps Maturity Assessment: A detailed report on current capabilities and a roadmap for improvement.
 - Custom Cost Dashboards: Real-time visibility into spend across projects and departments.
 - Optimisation Execution Plan: Specific actions to reduce spend, including right-sizing and procurement strategies.
 - Governance Documentation: Defined tagging policies and financial guardrails.
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1.6 Dependencies & Constraints

- Access: Requires read-level access to Azure Billing and Cost Management APIs.
 - Stakeholder Availability: Success depends on engagement from both finance and engineering teams.
 - We prefer in-person collaboration where it adds value, hybrid and remote options are also available
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1.7 Customer Responsibilities

- SME Access: Provide access to subject matter experts in finance and cloud engineering.
 - Approvals: Timely review and approval of proposed optimisation actions and governance policies.
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1.8 Quality Assurance & Governance

- Progress Reviews: Weekly meetings to track spend trends and project milestones.
 - RAID Management: Continuous maintenance of Risks, Actions, Issues and Dependencies logs.
 - Change Control: Formal processes for approving architectural changes that impact cost or security.
 - Reporting: Monthly executive summaries highlighting savings achieved and forecasted spend.
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1.9 Security, Data Protection & Compliance

- Certifications: GlobalLogic holds ISO 27001, ISO 9001 and Cyber Essentials Plus.
 - Data Handling: Full compliance with UK GDPR and data residency requirements.
 - Access Management: IAM controls aligned with NCSC principles and least-privilege access.
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2. Onboarding & Offboarding

2.1 Onboarding

- We ensure a rapid start through a structured kick-off meeting, immediate access provisioning and environment validation to ensure our teams can begin auditing spend within days of contract start.

2.2 Offboarding

- At the end of the engagement, we conduct thorough knowledge-transfer workshops and provide a final transition report. All custom dashboards and documentation are transferred to the client, ensuring no vendor lock-in.
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3. Pricing & Commercials

This service is provided on a Time and Materials (T&M) basis in accordance with our G-Cloud 15 SFIA rate card. Optional fixed-price health checks are available for initial discovery phases. Pricing excludes VAT and 3rd-party licensing costs.

4. Case Studies

Case Study – Leading Global Pharmaceutical Company

Challenge: Rising cloud costs and lack of visibility across global environments.

Solution: Implementation of a FinOps governance framework and automated right-sizing.

Outcome: Achieved a 30% reduction in cloud operational costs while maintaining performance.

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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