CLOUD FINOPS, CLOUD COST OPTIMISATION & ROI EVALUATION

Service Definition

G-Cloud 15

REPLY
38 Grosvenor Gardens - London SW1W 0EB - United Kingdom - tel +44 (0) 207 730 6000 - fax +44 (0) 207 259 8600
infouk@reply.com

www.reply.com

TABLE of CONTENTS

SERVICE DESCRIPTION

Reply's Google Cloud FinOps, Cloud Cost Optimisation & ROI Evaluation service helps organisations evaluate and optimise their financial performance on Google Cloud. The service assesses cloud costs, savings, return on investment, and total cost of ownership to support prioritisation, cost optimisation, and informed decision-making aligned to organisational objectives.

Service Features

- **FinOps & Usage Assessment:** We evaluate your Google Cloud costs and usage to align spending with established financial governance practices.
- **Strategic Economic Modelling:** Our team delivers comprehensive ROI evaluations and TCO modelling across the entire cloud lifecycle to inform your migration strategy.
- **Efficiency & Optimisation:** We identify immediate cost optimisation opportunities and provide financial comparisons of various cloud scenarios to ensure value.
- **Budgeting & Risk Management:** We provide forecasting and budgeting support alongside financial risk assessments to secure your cloud investments.
- **Operational Productivity Analysis:** We assess efficiency and productivity gains to demonstrate the broader business impact of cloud initiatives.
- **Multi-Cloud Expertise:** Our specialists leverage deep expertise across Google Cloud and multi-cloud environments, including AWS and Azure, to drive operational gains.

Service Benefits

- **Strategic Financial Alignment:** Gain a clear understanding of the financial impact of cloud adoption to ensure spend remains aligned with your broader strategy.
- **Optimised Resource Allocation:** Improve the prioritisation of cloud initiatives by identifying cost efficiencies that directly support business priorities.
- **Strengthened Governance:** Reduce financial risk and improve accountability through rigorous governance frameworks tailored for cloud investments.
- **Predictable Cloud Spend:** Achieve more accurate budgeting and forecasting for cloud services by leveraging data-driven financial insights.
- **Demonstrable Business Value:** Support better decision-making with clear ROI and TCO visibility that highlights the value of your Google Cloud usage.

ONBOARDING

1. Establish Terms of Reference:
   - Conduct initial meetings with key stakeholders to define the scope, objectives, and expectations of the project.
   - Document the agreed-upon terms of reference
   - Clarify roles and responsibilities to ensure alignment and accountability throughout the project.

2. Create a Project Charter:
   - Develop a project charter document that outlines the project's purpose, scope, objectives, assumptions, and constraints.
   - Include details such as project stakeholders, governance structure etc
   - Obtain sign-off from the client to formalise agreement on the project's scope and objectives.

3. Create a Stakeholder Plan:
   - Identify and prioritise project stakeholders based on their level of influence, interest, and involvement in the project.
   - Develop a stakeholder engagement plan outlining communication strategies, frequency of updates, and preferred channels of communication for each stakeholder group.
   - Establish mechanisms for gathering feedback, addressing concerns, and managing expectations throughout the project lifecycle.

4. Create a Project Plan with Milestones and Deliverables:
   - Collaborate with the client to define project milestones, deliverables, and timelines based on the agreed-upon scope and objectives.
   - Develop a detailed project plan that breaks down tasks, dependencies, and resource requirements for each phase of the project.

5. Kick-off Meeting:
   - Host a kick-off meeting with key stakeholders from both the consultancy team and the client organisation.
   - Present the project charter, stakeholder plan, and project plan to stakeholders, providing an overview of the project's objectives, scope, and timelines.
   - Clarify roles and responsibilities, communication protocols, and escalation procedures to ensure everyone is aligned on expectations and project governance.
   - Use the kick-off meeting as an opportunity to foster collaboration, build rapport, and establish a shared understanding of project goals and success criteria.

Offboarding

1. Project Retrospective:
   - Conduct a project retrospective meeting with internal and external stakeholders to reflect on the project's successes, challenges, and lessons learned.
   - Facilitate open and constructive discussions to gather feedback on what went well and areas for improvement.
   - Document actionable insights and recommendations for future projects, highlighting best practices and areas for process refinement.

2. Project Documentation:

- Compile and organise all project documentation, including project charters, stakeholder plans, project plans, meeting minutes, and technical documentation.
- Ensure that documentation is complete, accurate, and easily accessible for future reference by both the consultancy team and the client.
- Archive project documentation in a central repository or knowledge management system for future use and reference.

3. Confirmation of Deliverables:

- Review and validate all project deliverables against the agreed-upon scope and acceptance criteria.
- Obtain confirmation from the client that all deliverables have been received, reviewed, and accepted according to the project's requirements.

4. Final Report/Playback:

- Prepare a final report or playback session to present the project's outcomes, achievements, and key learnings to stakeholders.
- Use the final report or playback session as an opportunity to celebrate successes and any confirmed next steps.

Access to Data

Throughout the offboarding journey, we take proactive measures to ensure that clients have complete ownership of their data. We provide comprehensive documentation outlining the location, format, and access procedures for client data, ensuring that relevant stakeholders have the necessary information to access and utilise the data effectively.

Our team remains available to provide ongoing support and assistance to client personnel throughout the offboarding journey, addressing any queries or concerns related to data access and ensuring a smooth transition of ownership and responsibility.

SECURITY

Personnel Security

As a Specialist Cloud Service, the capability being offered is not limited to specific Impact levels (as it is not infrastructure, software or a platform) and can be used, subject to personal Security Clearance levels.

Reply consultants are mostly Security Cleared (SC), some have higher-level Developed Vetting (DV) clearances. We also have a pool of NPPV3 Consultants for Policing work. The majority of our work for both public and private sector clients is at IL2 but we work in the Official, Secret and Top-Secret domains.

Our hard and soft information security processes have been designed and approved by independent CESG CLAS accredited consultants.

Information Security

We are ISO27001, Cyber Essentials certified and our Quality Assurance processes are based upon and compliant with our ISO 9001 accreditation. Our Information Security processes are directly guided by our ISO27001 accreditation. We shall adhere to local information and other security policies and will apply local Security Operating Procedures (SyOPs) as may exist. If such do not exist we shall apply our own SyOPs.

Physical Security

The Main Reply Office (London, UK) is a Police Accredited Secure Facility (PASF) with access controls for each point of entry. All Laptops/Phones must be stored securely overnight. When working on a client-site our consultants adhere to client security policies.

TRAINING & KNOWLEDGE TRANSFER

We offer flexible training options to tailor experiences based on your specific needs, resources, and goals.

1. Comprehensive Training:

- This option ensures that both technical and non-technical users receive thorough training on the recommended technologies.
- Technical training covers topics such as using the Google Cloud Platform services, implementing modern development practices, and managing infrastructure.
- Non-technical training focuses on topics like best practices for cloud adoption, change management, and organisational readiness.
- We can provide ongoing assistance and guidance to users as they implement and integrate the new technologies into their workflows.
- Benefits include accelerated adoption, increased user proficiency, and reduced reliance on external support.

2. Training for Selected Group of Users:

- This option targets a specific group of users who will be directly involved in implementing or utilising the recommended technologies.
- Training is tailored to the needs and roles of the selected users, ensuring relevance and effectiveness.
- By focusing training efforts on a smaller group, resources can be allocated more efficiently, and training sessions can be more interactive and personalised. These trained individuals can help others train and learn in the organisation.

3. Documentation Only:

- This option provides clients with comprehensive documentation on how to use the recommended technologies effectively.
- Documentation covers technical guides offering users a self-service resource for learning and problem-solving.
- Clients can access documentation at their own pace and convenience, enabling continuous learning and reference.

Clients have the flexibility to choose the level of training that best aligns with their budget, timeline, and organisational requirements. Whether clients opt for comprehensive training with in-service support, training for selected users, or documentation only, we ensure that users have the knowledge and resources needed to successfully adopt and leverage the recommended technologies.

ORDERING AND INVOICING PROCESS

To begin the process, please contact glue.frameworks@reply.com with details of your organisation, role and high-level requirements.

Our Framework Manager will connect you to our experts and from here we will organise an introductory discussion to go into more detail and shape a proposed engagement that suits your needs.

We invoice for both fixed price and time and materials engagements one month in arrears. For fixed price engagements, this takes place upon completion of the deliverable(s), or in stages, if the size of the engagement is greater than £40,000 excluding VAT.

Payment terms are 30 days net of receipt of invoice.

CUSTOMER RESPONSIBILITIES

As a client of Reply we expect you to provide:

- Appropriate levels of staff availability over the course of the project to provide technical support, facilitation, user testing and engage in project management activities. This will ensure that we can deliver against your needs and timeline.
- All standard procedures and policies for our teams to follow and any we need to embed into the delivered solution.
- Details of existing products, documentation, practices and procedures, to enable us to convert data and build ways of working into the solution.
- Organisation accounts and laptops where necessary.

ABOUT REPLY

Reply is a company that specialises in Consulting, Systems Integration and Digital Services with a focus on the conception, design and implementation of solutions based on the new communication channels and digital media.

Reply partners with key industrial groups in defining and developing business models made possible by the new technological and communication paradigms such as Artificial Intelligence, Big Data, Cloud Computing, Digital Communication, the Internet of Things and Mobile and Social Networking. In so doing, it aims to optimise and integrate processes, applications and devices.

Reply's offer is aimed at fostering the success of its customers through the introduction of innovation along the whole economic digital chain. Given its knowledge of specific solutions and due to a consolidated experience, Reply addresses the main core issues of the various industrial sectors.

Through its network of specialist companies, Reply supports some of Europe's leading industrial groups in Telco & Media, Industry & Services, Banks & Insurance, and Public Administration to define and develop business models, suited to the new paradigms of Artificial Intelligence, Big Data, Cloud Computing, Digital Media and the Internet of Things.

We make innovation happen.

We started with a small team and a purpose: to help the digital revolution happen. Today, we are a team of more than 14,600 people in 16 different countries but we still have the same DNA, made up of agile, vertical task forces and an inner passion for innovation.

We are a decentralised network of specialised companies.

Among Replyers, you will find passionate geeks, visionary strategists, and creative minds, each with sharp skills in a specific business, who cooperate together and never stop learning from each other.

Make forward, act sustainably.

We know a sustainable future is possible and technology can be a strong asset to reach it. As leaders in digital transformation, we push for change and operate in full accordance with the highest ethical standards and with respect for the rights of future generations