

Cloud Optimisation & Cost Management Services

1. Service Overview

Cloud Optimisation & Cost Management Services provide professional consultancy support to help organisations improve the efficiency, performance, and cost effectiveness of cloud services. The service supports buyers by analysing cloud usage, identifying optimisation opportunities, and developing recommendations and roadmaps aligned to business needs.

The service is advisory and time-bound. It does not include managed services, automated optimisation tooling, or ongoing operational responsibility.

2. Service Scope

The service may include the following activities:

- Review of cloud usage and consumption data
- Identification of underutilised or over-provisioned resources
- Service and workload right-sizing recommendations
- Performance and cost trade-off analysis
- Optimisation opportunity assessment
- Cloud efficiency and optimisation reviews
- Cost management and governance recommendations
- Optimisation roadmap development
- Stakeholder workshops and review sessions
- Reporting and presentation of findings

All activities are delivered as professional services and tailored to buyer requirements agreed at call-off.

3. What the Service Includes

- Professional cloud optimisation consultancy
- Usage, performance, and cost analysis
- Right-sizing and optimisation recommendations
- Reports, insights, and optimisation roadmaps
- Knowledge transfer and engagement close-out

4. What the Service Does Not Include

The service does **not** include:

- Managed cloud or financial management services
- Continuous monitoring or optimisation
- Automated optimisation tooling
- Cloud configuration or implementation changes
- Software licences or cloud consumption charges
- Third-party services unless explicitly agreed

These services may be procured separately if required.

5. Service Delivery Model

- Delivered onsite, remotely, or using a hybrid approach
- Engagements are time-bound and scoped at call-off
- Delivered using time and materials, fixed price, or drawdown models
- Resource mix, duration, and deliverables agreed before commencement

6. Onboarding

Engagements begin with a mobilisation phase, which may include:

- Confirmation of optimisation objectives and scope
- Agreement of data access and information requirements
- Identification of stakeholders and governance
- Scheduling of analysis and review activities

A delivery plan is agreed prior to work starting.

7. Exit and Offboarding

At the end of the engagement:

- All agreed outputs and documentation are delivered to the buyer
- Findings and recommendations are formally presented
- Knowledge transfer activities are completed
- Buyer data is returned or securely deleted as agreed
- No ongoing service commitment applies beyond the engagement

8. Security and Data Handling

- Consultants follow buyer security and access policies
- Access to usage and billing data is limited to agreed scope
- Buyer information is handled securely and confidentially
- Data protection and confidentiality requirements are followed

9. Service Constraints and Dependencies

- Delivery depends on access to accurate usage and billing data
- Recommendations are advisory and based on information available at the time
- Optimisation outcomes may depend on buyer implementation decisions

10. Pricing

Pricing is agreed at call-off and may be based on:

- Time and materials (daily rates)
- Fixed-price optimisation assessments
- Drawdown consultancy days

Pricing excludes VAT, cloud consumption costs, and third-party charges unless otherwise agreed.

11. Service Management and Governance

- Engagement governance is agreed at call-off
- Progress reporting is provided throughout delivery
- Issues and risks are managed through agreed escalation routes

12. Contact and Support

Support during the engagement is provided through the agreed delivery team. Any post-engagement support must be agreed separately.