

Service Description

Tech Strategic Cost Optimisation

SUBMITTED BY

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SERVICE OVERVIEW

North Highland's Tech Strategic Cost Optimisation service delivers sustainable technology cost reductions while maintaining operational excellence and supporting innovation. Combining strategic alignment, advanced analytics, FinOps, and stakeholder engagement, we help clients optimise technology spend, reinvest savings into digital transformation, and build ongoing cost discipline capabilities.

FEATURES

1. **Strategic Cost Alignment:** Technology spending mapped to business priorities
2. **FinOps Integration:** Manages cloud costs, optimises spending, ensures cross-team accountability
3. **Analytics and Benchmarking:** Identify cost optimisation opportunities through data modelling
4. **Process Mapping & Improvement:** Applies Lean Six Sigma to streamline operations efficiently
5. **Technology Integration & Automation:** Drives automation and cloud solutions for efficiency
6. **Collaborative Approach:** Cross-functional teams to co-create solutions and drive buy-in
7. **Transparent Tracking:** Dashboards provide visibility into cloud savings, usage, progress
8. **Change Management:** Training programs build capability, foster continuous improvement culture
9. **Improved Pricing Structures:** Self-funding solutions through operational savings and reinvestment

BENEFITS

1. **Sustainable Cost Reduction:** Long-term improvements, not short-term fixes
2. **Cloud Spend Optimisation:** Right-sized resources, monitored usage, transparent, controlled costs
3. **Operational Effectiveness:** Maintains and enhances business performance while reducing costs
4. **Strategic Reinvestment:** Frees resources for innovation, digital transformation, and talent
5. **Risk Mitigation:** Avoids talent loss and gaps from organisational cuts
6. **Measurable Outcomes:** Clear visibility transforming identified savings opportunities into benefits
7. **Competitive Advantage:** Develops capabilities enabling organizations to excel amid volatility

SERVICE DESCRIPTION

Overview

North Highland's Tech Strategic Cost Optimisation service enables organisations to achieve sustainable technology cost reductions while maintaining operational excellence and supporting future innovation. In today's environment of economic uncertainty, rapid cloud adoption, and accelerating digital transformation, technology leaders face mounting pressure to demonstrate value, optimise spend, and free up capital for strategic investments.

Our approach goes beyond traditional cost-cutting. We combine strategic alignment, advanced analytics, FinOps excellence, and collaborative stakeholder engagement to deliver measurable, lasting impact. We help clients optimise technology spend, eliminate waste, reinvest savings into digital transformation, and build internal capabilities for ongoing cost discipline, all while avoiding the pitfalls of across-the-board cuts that damage capability and morale.

The result: Sustainable cost reductions within 12-18 months, improved operational efficiency, and a technology organisation positioned to drive competitive advantage.

OUR APPROACH

Phase 1: Discovery & Assessment

We establish a comprehensive baseline of technology spend, identify immediate opportunities, and align stakeholders around a shared vision for optimisation.

Key Activities:

- Technology spend analysis across all categories
- FinOps maturity assessment
- Benchmarking against industry standards
- Stakeholder interviews and quick win identification

Deliverables:

- Current state assessment report
- Opportunity register with 50+ initiatives
- Quick win roadmap (30-90 days)

Phase 2: Strategy & Design

We develop a comprehensive cost optimisation strategy aligned to business priorities and design the target operating model.

Key Activities:

- Develop target operating model
- Design FinOps governance framework
- Build business cases for priority initiatives
- Establish KPIs and tracking mechanisms

Deliverables:

- Cost optimisation strategy document
- FinOps governance framework
- Prioritised initiative portfolio with roadmap

Phase 3: Implementation & Optimisation

We execute priority initiatives, deliver measurable savings, and implement FinOps practices.

Key Activities:

- **Cloud Optimisation:** Right-sizing, reserved instances, architectural improvements
- **Technology Rationalisation:** Application portfolio optimisation, infrastructure consolidation, license management
- **Process Automation:** RPA, Infrastructure-as-Code, self-service portals, DevOps practices
- **Commercial Optimisation:** Vendor consolidation, contract renegotiation
- **FinOps Tools:** Deploy cost management platforms, tagging strategies, chargeback mechanisms

Deliverables:

- Implemented initiatives with documented savings
- Operational FinOps tools and dashboards
- Monthly progress reports

Phase 4: Embed & Sustain

We transfer knowledge, build internal capabilities, and establish governance for continuous improvement.

Key Activities:

- Implemented initiatives with documented savings
- Operational FinOps tools and dashboards
- Monthly progress reports

Deliverables:

- Implemented initiatives with documented savings
- Operational FinOps tools and dashboards
- Monthly progress reports

FinOps Excellence Framework

North Highland embeds FinOps principles throughout our approach, moving organisations from reactive cost management to proactive financial operations.

Key Components:

- **Cross-Functional Teams:** IT, Finance, and Business stakeholders with defined roles
- **Cost Visibility:** Tagging strategies, cost allocation, chargeback/showback mechanisms
- **Optimisation Practices:** Right-sizing, reserved instances, spot instances, automated policy enforcement
- **Cultural Transformation:** Cost accountability through training, incentives, and regular reviews
- **Tool Integration:** Cloud cost management platforms with customised dashboards

Advanced Analytics & Benchmarking

Our analytics capabilities identify opportunities, prioritise initiatives, and measure outcomes.

Capabilities:

- **Spend Analytics:** Multi-dimensional analysis with trend and variance tracking
- **Predictive Modelling:** Forecast future spend based on growth and usage patterns
- **Benchmarking:** Compare against peers on cost-per-user, cost-per-transaction, efficiency ratios
- **Total Cost of Ownership (TCO) Analysis:** Comprehensive view including hidden costs and technical debt
- **Value Stream Mapping:** Identify waste and non-value-adding activities
- **Scenario Planning:** Model impact of different optimisation strategies

ABOUT NORTH HIGHLAND

North Highland is a leading change and transformation consultancy, helping organisations transform with people at the heart of every decision. Our talented teams partner with clients to navigate their most complex, high-priority, and urgent challenges. With every engagement, we make change happen, helping organisations across the public sector transform.

We support clients as they improve efficiency and productivity, modernise data and technology, and build and advance new capabilities that fuel growth and competitive differentiation. We also implement, manage and drive adoption of it all, ensuring successful translation of strategy to day-to-day operations.

North Highland offers an unblemished record of delivering leading expertise across industries, as shown by the numerous awards and accolades we have received in recent years from Forrester, Gartner, ALM and other highly regarded organisations. Firmwide, 94% of North Highland's business is with repeat clients – a testament to the high quality of our services.

ORDERING, INVOICING & TERMINATION

Our Master Services Agreement (MSA) contains our standard terms, and we start work when we have a Statement of Work signed by both parties, on a mutually acceptable date. Invoicing is monthly in arrears, unless agreed otherwise and either party may terminate a Statement of Work or the MSA in accordance with the usual terms set out in the MSA.

GET IN TOUCH



We have a frameworks office that monitors correspondence for G-Cloud opportunities.

They can be reached directly at nhuk.frameworks@northhighland.com



You can reach us on the phone at **+44.020.7081.2544**

Please ask for the Strategic Proposals Team who will be able to deal with your enquiry directly or put you in touch with the right person to discuss your requirements.



Write, or come and visit us at our London office:

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