

# SOFTSERVE FINOOPS ASSESSMENT

IMAGES

# GLOBAL NETWORK

**13,000+** experts in  
**41** offices globally

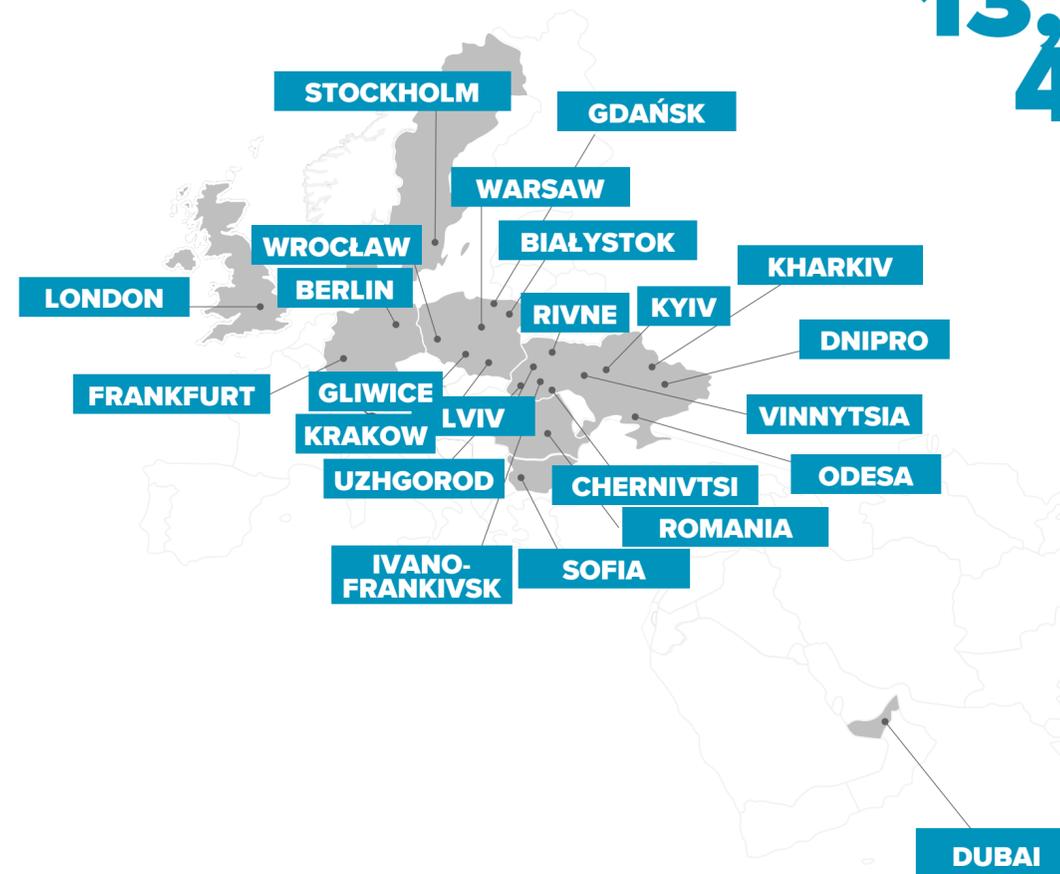
**1700+**

**Certified**

Cloud Engineers

**78**

**NPS score  
(Global)**



**OUR PEOPLE  
MAKE THE  
DIFFERENCE**

softserve

# FEATURED CUSTOMERS



# SOFTSERVE + MICROSOFT OVERVIEW

## MICROSOFT SOLUTIONS PARTNER

Partner since 2004

## MICROSOFT PRACTICE

- 2 Microsoft MVPs
- 500+ Satisfied Customers
- 1,000+ Delivered Projects
- 1,200+ Microsoft Certified Professionals
- 150+ Azure Certified Professionals

## PROGRAM PARTICIPATION

- ECIF Eligible
- AMMP Eligible
- AAAP Eligible
- Solution Assessment Partner (UAE only)
- 15+ Co-sell Marketplace Offerings



Infrastructure  
Azure



Digital & App Innovation  
Azure



Data & AI  
Azure

Specialist  
Kubernetes on Azure

Specialist  
Analytics

## 3 X SOLUTION AREAS

- Data & AI
- Digital & App Innovation
- Infrastructure

## 2 X ADVANCED SPECIALISATION

- Kubernetes on Azure
- Analytics on Azure

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# SOFTSERVE CTO ORG CENTERS OF EXCELLENCE



## RESEARCH & DEVELOPMENT

- R&D Innovation
- Feasibility Study
- R&D as a Service
- Deep Tech Research
- Advanced AI



## EXPERIENCE DESIGN

- Design Thinking
- Design Research
- Design Strategy
- Product Design
- Service Design
- Design Ops



## SOLUTIONS

- Digital Strategy
- Business Analysis
- Product Management
- Architecture
- Performance Testing



## INTELLIGENT ENTERPRISE

- Big Data
- Data Science, AI/ML, MLOps
- IoT
- Robotics
- Extended Reality (AR / VR / MR)
- GDPR
- Blockchain
- Technical Due Diligence



## PLATFORMS

- Salesforce
- Sitecore
- MS Dynamics
- AEM
- EPiServer
- MuleSoft
- Magento
- Dell Boomi
- Shopify
- Drupal



## CRITICAL SERVICES

- Cloud/DevOps
- Cyber Security
- Managed Support
- Enterprise IT



## INNOVATION

- Innovation Strategy
- Innovation Platform

# KICK START FINOPS IN FOUR WEEKS

Based on SoftServe FinOps Framework and industry best practices

## PROPOSAL

 **4 weeks**

 **40K USD**

## KEY ACTIVITIES

- Client Interviews & Workshops
- Cloud Platform Architecture Assessment
- FinOps Maturity Assessment
- Change Readiness Assessment

## KEY DELIVERABLES

- Azure Efficiency KPIs
- Microsoft Cost Management Report Templates
- FinOps Communication Plan
- Azure AUP & Tagging Architecture
- Azure Operational RACI
- FinOps Maturity Roadmap
- Change Readiness Status w/Remedial Actions

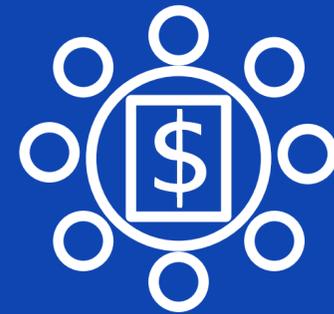
# SCOPE

Organizational  
Readiness



EA Review Process  
Azure Governance & AUP  
Solution Architecture  
Practices  
Learning Enablement

Azure FinOps  
Architecture



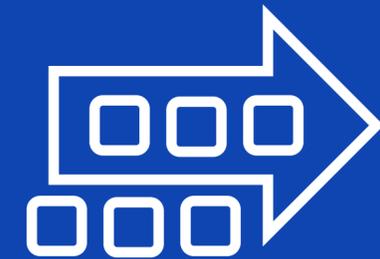
Organizational Structure  
Chart of Accounts  
Azure Tagging Architecture  
Identity & Access  
Management

KPIs &  
Reporting



Key Performance Indicators  
Azure Cost Management  
Reservation Planning  
Communication Plan  
Accountability Model

Azure Operational  
Architecture



FinOps Roles &  
Responsibilities  
Optimization Practices  
Automation & CMDB  
App Modernization  
Solution Review Process

Based on SoftServe FinOps Framework and industry best practices

# TIMELINE



## PREPARATION

Week 1

- Introduce the SoftServe FinOps Framework and Assessment Overview
- Gather process, governance and organizational structure documentation covering:
  - Organizational Readiness
  - FinOps Architecture
  - KPI's & Reporting
  - Operational Architecture



## ASSESSMENT

Week 2-3

- Conduct interactive sessions to review FinOps Assessment Domains:
- Organizational Readiness
  - Azure FinOps Architecture
  - MCM KPI's & Reporting
  - Operational Architecture



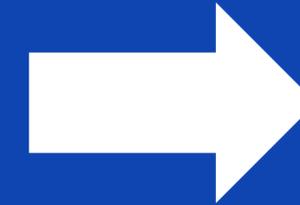
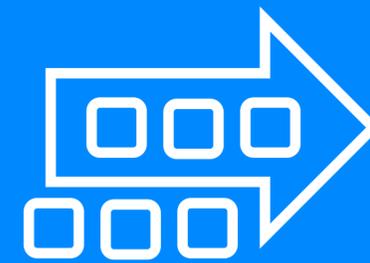
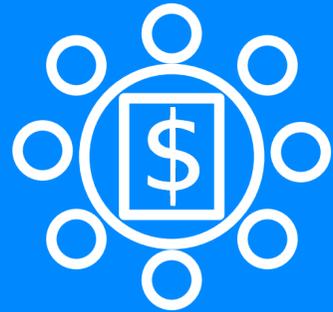
## REPORT

Week 4

- Readout of FinOps Maturity Roadmap and actionable plan covering:
  - Azure Efficiency KPIs
  - MCM Reporting
  - Communication
  - Learning
  - Azure FinOps Architecture
  - Azure Governance
  - Azure Operational Architecture

# SCHEDULE & RESOURCES

Kickoff      Organizational Readiness      Azure FinOps Architecture      MCM KPIs & Reporting      Azure Operational Architecture      SME Q&A      Readout



**Week 1**

**1 Hour**

Cloud Leadership  
Finance  
Infrastructure  
Operations  
FinOps  
Procurement  
Enterprise Architecture  
Info Security  
Governance  
Cloud Resource Owners

**Week 2**

**2 Hours**

Same as  
Kickoff

**Week 2**

**2 Hours**

Cloud Leadership  
Finance  
Infrastructure  
Operations  
FinOps  
Info Security

**Week 2**

**2 Hours**

Cloud Leadership  
Finance  
Infrastructure  
Operations  
FinOps  
Procurement

**Week 2**

**2 Hours**

Same as  
Kickoff

**Week 3**

**Ad Hoc**

Same as  
Kickoff

**Week 4**

**4 Hours**

Same as  
Kickoff

# CASE STUDY: GLOBAL FINOPS PROGRAM

**Background:** Global manufacturer with federated lines of business (LOB), a shared-services model of allocating IT costs via annual budgeting based on headcount, and pressure to move on-prem to cloud.

## Challenges:

1. Moving from a CAPEX mode of estimating, planning & budgeting to OPEX thinking.
2. Shifting accountability and ownership from central IT operations to LOB application owners.
3. Accommodating LOB idiosyncrasies along the journey to FinOps maturity.

## Approach:

1. FinOps CoE, including IT operations, IT Finance, IT Procurement & LOB representation.
2. Strong governance via multi-cloud tagging architecture aligned to LOB org structures.
3. Comprehensive organizational training program, including training and new role creation.
4. Centralized financial decisions with optimization at the LOB/App level, and maturity roadmap.

## 180-Day Outcomes:

1. 100% Spend Allocation.
2. Three-year spend commitment in exchange for overall 11% discount.
3. 80% overall commitment-based discount.
4. <8% overall forecast to actual spend variance.
5. 96% reservation efficiency, with 60-day revolving purchase/expiration cycle.

# CASE STUDY: FINANCIAL SERVICES FINOPS

**Background:** Financial Services Provider with diverse levels of product development capability and maturity in the cloud, market pressure to diversify digital service offerings, and an IT shared-services model.

## Challenges:

1. Historically slow to change culture with a preference for stability over agility.
2. Product teams with deeper cloud technical knowledge than central IT.
3. No single point of coordination for cloud: no Cloud Center of Excellence.

## Approach:

1. Established Cloud CoE, including IT operations, InfoSec, Finance, and product team members.
2. Established FinOps steering committee, including CCoE, Procurement, Audit and Product Owners.
3. Implemented FinOps architecture (tagging, IAM, automated optimization)
4. Established initial KPIs and maturity roadmap.

## 90-Day Outcomes:

1. 76% Spend Allocation.
2. Negotiating EDP..
3. 60% overall commitment-based discount.
4. <20% overall forecast to actual spend variance.
5. 90% reservation efficiency, with 90-day revolving purchase/expiration cycle.

# FOR THE FUTURE