FINOPS ESSENTIALS - SERVICE GUIDE

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FinOps Essentials Service Overview

InterVision resells, implements and manages Cloud Services for customers of AWS and Microsoft Azure under the terms of their AWS' Partner Network Agreement and Microsoft's Cloud Solution Provider (CSP) Program. InterVision provides billing services for its customers as part of the Partner-Led Support and Cloud Servicer Provider programs through a service called FinOps Essentials.

The InterVision FinOps Essentials Service is an invoicing and consolidated billing service for customers with AWS and Microsoft Azure environments. With this service, customers will receive invoicing for their AWS accounts or Microsoft Azure subscriptions or licensing through InterVision.

The service includes a standard invoice. Customer's will have access to InterVision's Cost Utilization Dashboard by CloudCheckr for detailed billing information. In addition, Cost Optimization/Right-Sizing Recommendations will be available via CloudCheckr. InterVision will also purchase Reserved Instances or Savings Plans for the Customer's environment at the Customer's request.

FinOps Essentials is the foundation of our Cloud Support Service, enabling customers to purchase their AWS or Microsoft Azure services from InterVision under the AWS Partner Network and Microsoft Cloud Solution Provider Programs. Purchasing your cloud services through InterVision has many benefits included in the FinOps Essentials support level including:

- Access to the InterVision Customer Support Portal (ServiceNow) for supported services
- Net Payment terms provided (upon credit approval) through InterVision so you're not running your entire business on a credit card (or keep it in a credit card through InterVision).
- Access to Microsoft and AWS Funding programs
- Access to comprehensive fee-based Managed Cloud and Professional Services.
- Flexible Support Options (direct support from InterVision with managed escalations back to Microsoft or AWS)

FinOps Essentials Service - General Service Details

In Scope

- FinOps Essentials Service offers an invoicing and billing service for customers with AWS and Microsoft Azure environments.
- FinOps Essentials includes a standard invoice.
- Access to CloudChekr, a cloud cost management, optimization, security, compliance, and governance tool.
- Purchasing of Reserved Instances or Savings Plans at the Customer's request.

Out of Scope

- Invoice customization – FinOps Essentials includes a standard invoice.
- Consultation by a Cloud Architect/Engineer or FinOps Practitioner would fall outside the scope of this service but is available through the standard hourly agreement.
- Tagging - Implementation of tagging strategy for cost usage and reporting purposes is a customer responsibility. Retroactive reporting prior to tagging implementation is out of scope.
- Customers that need to be billed in multiple currencies.

How do customers billing receive support?

Invoices will be emailed to the designated customer contact. Questions regarding invoices can be submitted to billing@intervision.com[1] or submitted via the InterVision Customer Support Portal (ServiceNow). Billing and FinOps queries have a maximum limit of P4 due to their nature. See the Cloud Support Services Service Guide here for Service Level Objectives. Detailed billing information is available via InterVision's Cost Management Dashboard powered by CloudCheckr.

1 mailto:billing@intervision.com

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For customers requiring additional support beyond the scope of FinOps Essentials, FinOps practitioners and Cloud Architects are available under the standard hourly agreement. Alternatively, customers may adopt InterVision's Managed FinOps service which provides automated purchasing of reserved instances as well as designated FinOps Practitioner resources. See the Managed FinOps Service Guide here.

Customer Requirements

To allow for successful implementation of this service, Customer responsibilities include:

- Although not required, it is recommended that FinOps Essentials customers purchase a support packages through InterVision that provide at least reactive support for their cloud environments such as Cloud Support Services. Alternatively, customers may purchase InterVision's comprehensive, proactive Managed Cloud Services instead.
- For AWS Customers, transfer ownership of all Master Payer/Linked Accounts to InterVision covered within this service.
- Customer will be responsible to adhere to AWS terms and conditions outlined in InterVision's AWS Purchase Agreement, including payment for AWS usage costs.
- For Microsoft Azure customers, subscriptions and licensing may be purchased through InterVision as part of the Microsoft CSP program, with terms defined in the service order.
- Customer will abide by any terms and conditions for third-party software used.

Service Fees

There is no fee for the FinOps Essentials service as this is covered by the fees associated with InterVision's Cloud Support Services or Managed Cloud Services.

Service Levels

InterVision will email the invoice to customers within approximately 10 days of receiving the billing detail from the cloud service provider. Billing and FinOps inquiries have a maximum limit of P4 due to their nature. Engaging a Cloud/Architect or FinOps Practitioner under the standard hourly agreement would be considered best effort.

RACI Chart

	Customer	FinOps Essentials	Cloud Support Services	Managed Cloud Services
Sign Microsoft CSP Agreement or AWS Purchase Agreement with InterVision	X			
Transfer Ownership of Master Payer/Linked Accounts to InterVision	X			
Purchase Microsoft Subscription through InterVision	X			
Maintain Partner Led Support or Adopt InterVision's Managed Cloud Services	X			
Implement Tagging	X			

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	Customer	FinOps Essentials	Cloud Support Services	Managed Cloud Services
Provide Access to InterVision Cloud Support Portal (Service Now)		X	X	X
Submit Invoice to Customer for cloud platform usage		X		
Split Invoice by Account		X		
Email Invoice to multiple users		X		
Track Usage against Purchase Order		X		
Provide Training on the InterVision Cost Management Portal, powered by CloudCheckr		X		
Provide Cost Optimization/Right-sizing recommendations		X		X
Purchase Reserved Instances and Savings Plans		X		X
Provide Partner Led Support or CSP Support			X	
Provide Reactive Support for Incidents and Service Requests			X	
Escalate Issues to Cloud Service Provider (if necessary)			X	
Reactive Incident Management			X	
Monitoring				X
Proactive Incident Management				X
Change Management				X
Patching				X
Backups				X

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	Customer	FinOps Essentials	Cloud Support Services	Managed Cloud Services
Configuration Management				X
Security Management				X
Workload Security Detect and Response				X

*Incident or Change Management available through InterVision's Managed Cloud Services. Professional Services available through a Standard Hourly Agreement.

Service Activation

Our Cloud Architect will serve as the project manager to ensure a smooth transition to FinOps Essentials for AWS Services and will serve as the single point of contact.

Steps to activate service

For AWS Customers:

1. Sign Service Order with the relevant SKUs (AWS Resale, FinOps Essentials-AWS, Cloud Support Services-AWS)
2. Sign AWS Consent to Agreement to transfer AWS account (CTA Form)
3. Enabling Okta for Access Control and Multi-Factor Authentication to the AWS Console
4. Implementation of CloudCheckr billing and cost optimization tool
5. Enable/Training on customer portal and CloudCheckr

For Microsoft Azure Customers:

1. Sign Service Order with the relevant SKUs (Azure Resale, FinOps Essentials-Azure, Cloud Support Services-Azure)
2. Sign Microsoft CSP agreement with InterVision
3. Subscribe to a Microsoft service though InterVision
4. Enabling SSO for Access Control and Multi-Factor Authentication to the Azure Portal
5. Implementation of CloudCheckr billing and cost optimization tool
6. Enable/Training on customer portal and CloudCheckr

Terms

For customers with AWS accounts that are part of the Solution Provider Account Model (SPAM), the InterVision Master Services Agreement (MSA) terms apply.

For customers with AWS accounts that are part of the End Customer Account Model (ECAM), the AWS Solution Provider Program for End Customers terms apply which can be found here: https://s3-us-west-2.amazonaws.com/solution-provider-program-legal-documents/AWS+Solution+Provider+Program+-+Program+Guide+for+End+Customers.pdf

1 FINOPS ESSENTIAL - CHANGE LOG

Below are the changes to this service guide.

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Change date	Change Type	Change Details
12/11/2023	New Document	Initial Release
11/4/2024	update invoice timing	minor update

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