



Cloudreach Cost
Management Suite
Product Specification

Product Specification

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| Product Name: | Cloudreach Cost Management Suite |
| Service Level Hours: | Respective Cloudreach service SLAs when attached to Cloudreach services for Cloudreach support; respective tooling SLAs within the scope of tooling utilisation |
| Unit of Charge: | Related ISV procurement fees, if applicable; % of saving for Cost Management Tooling fees, if applicable |
| Prerequisites: | Refer to related Onboarding Documents |
| Supported Cloud Platforms: | AWS, Azure and GCP |
| Product Codes: | Spot: CPA-CMS-SPOT Zesty: CPA-CMS-ZESTY ParkMyCloud: CPA-CMS-PMC |
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The Small Print

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Definitions

The definitions for all capitalised terms used throughout this Service Specification are set out in the [Cloud Operations Service Definitions document](#) which forms a part of this Service Specification and the Cloudreach order form to which this Service Specification relates.

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Document Control

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Sign off

| Version | Date | Sign-off | Job Title |
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| 1.0.0 | 04-30-2021 | Brandon Wong; Ben Tizer | Service Line Leader Resale and FinOps; Head of Channel Sales Software |
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| 1.1 | 08-09-2022 | Brandon Wong; Caroline Griffiths | Service Line Leader Resale and FinOps; Senior Product Manager |
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1. Product Overview

The Cloudreach Cost Management Suite is a variety of Cloudreach Managed Service enhancement products consisting of tools and processes to facilitate and action cost optimisation activities pertaining to the Customer’s environment for Amazon Web Services (AWS), Microsoft Azure Public Cloud (Azure) and Google Cloud Platform (GCP). Tooling consists of a curated, best-of-breed selection of strategic vendor partners.

The purpose of this specification is to describe the tooling available and respective capabilities of those tools compared against deliverable cost optimisation concepts and practices.

2. Tooling Reference List

Cost optimisation tooling will be provided for the Customer’s use. Tooling deployment, access and pricing details are defined on a per-tool basis and will additionally be indicated as such on the Customer order form.

Tooling deployed at present by Cloudreach is listed in the table below:

| Vendor | Tool | Notes | Cloud Service Provider (“CSP”) |
|------------|-------------|--|--------------------------------|
| Cloudreach | Cloudamize | Proprietary Cloudreach migration enablement software. 2-month quickstart licences (provided upon request) to identify workload-optimised migration paths. | AWS, Azure, GCP |
| VMWare | CloudHealth | CloudHealth is a business intelligence tool that facilitates CSP environment asset and cost visibility, while also providing features such as recommendations, policies, custom reports, etc. | AWS, Azure, GCP |
| NetApp | Spot | Spot is a set of cost optimisation tooling with a specialisation in infrastructure management. Capabilities consist of automated reservation management as well as container and autoscaling optimisation. | AWS, Azure, GCP |
| Zesty | Zesty | Automated resource management, namely reservations, savings plans, EBS autoscaling/rightsizing and wasted resource removal | AWS |
| Turbonomic | ParkMyCloud | Cloud-agnostic policy-driven resource | AWS, Azure, |

| | | | |
|--|--|------------|-----|
| | | scheduling | GCP |
|--|--|------------|-----|

3. Tooling Descriptions and Capabilities

This section aims to describe the capabilities, scope and availability for procurement of each cost management tool in the context of Cloudreach Managed Services. Additionally, the following items will be described where applicable:

- Deployment notes and considerations*
- Dependencies
- Limitations

*Full deployment instructions are provided at the time of onboarding for relevant tooling.

3.1 Cloudamize

One-time Cloudamize 2-month quickstart licences will be provided upon request to customers up to a maximum quantity per cloud spend transacted through Cloudreach. These licences will facilitate the identification of workload-optimised migration paths.

Cloudamize licences are provided on a per-VM basis and licence quantity per spend will be defined within the related Customer Order Form.

3.1.1 Cloudamize Limitations

Cloudreach FinOps does not assist in the usage or management of Cloudamize software.

In the context of the Cost Management Suite, the provisioning Cloudamize is limited to the designated Cloudamize 2-month quickstart licences and is dependent on an active Infrastructure Foundations or Reliability order form. Cloudamize in its broader scope of capabilities is available for procurement independent of Infrastructure Foundations or Reliability.

3.2 CloudHealth

CloudHealth is a business intelligence tool that facilitates CSP environment asset and cost visibility, while also providing features such as recommendations, policies and custom reports.

Key areas of business intelligence that CloudHealth aims to address include (but are not limited to):

- **Financial Governance and Accountability** - Establish governance, ownership, tagging policies and budget tracking, aided with monitoring and automation
- **Reporting and Data Visualisation** - Reports pertaining to Customer’s relevant cloud spend
- **Cost Optimisation** - Continuously identifying cost optimisation opportunities

Access to CloudHealth will be provided to the Customer for use on the relevant CSP as a part of Infrastructure Foundations or Reliability, if opted-into by the Customer. Complete access details are denoted and dependent on the existence of an active Infrastructure Foundations or Reliability order form.

3.2.1 CloudHealth Deployment Notes

In order for accurate and granular data representation, CloudHealth needs to be deployed at the AWS account, Azure Subscription and GCP Project level respectively. This requires the full cooperation of the Customer in conjunction with the Cloudreach FinOps onboarding specialist at the time of tooling deployment.

3.2.2 CloudHealth Limitations

If the Customer has a pre-existing agreement with VMWare for a CloudHealth license, CloudHealth cannot be procured through Cloudreach until the end or termination of the existing agreement.

3.2.3 CloudHealth Support

Cloudreach FinOps will provide reactive support and assistance in the management and usage of CloudHealth as needed. CloudHealth support is governed by section "6.4 FinOps Support" within the Infrastructure Foundations service specification. Infrastructure Foundations support levels and procedures are defined by section "4. Support Concierge".

3.3 Spot

Spot consists of a catalogue of cost optimisation tools ("subtools") with a direct focus on reservation management, container optimisation and autoscaling. Subtools include: Cloud Analyzer, Eco, Ocean and Elastigroup.

- **Cloud Analyzer** - Recommendations made that are actionable in conjunction with the other Spot tools listed below
- **Eco** - Reservation lifecycle management and automation
- **Ocean** - Container-driven infrastructure auto-scaling and container resource right-sizing
- **Elastigroup** - Infrastructure autoscaling and management prioritising high availability AWS spot instances

Access to Spot will be provided to the Customer for the complete Spot catalogue for use on the relevant CSP as a part of Infrastructure Foundations or Reliability, if opted-into by the Customer. Complete access details are denoted and dependent on the existence of an active Infrastructure Foundations or Reliability order form.

3.3.1 Spot Limitations

Spot subtool availability varies depending on the CSP for which it is deployed. Eco is not available on Azure or GCP.

3.3.2 Spot Support

Cloudreach does not provide reactive technical support for Spot. Instead, support is handled directly by Spot.

3.4 Zesty

Zesty is an AWS-exclusive cost optimisation platform. Zesty's main capabilities pertain to reservation management, disk rightsizing and wasted resource removal. Additionally, each tool is integrated with performance metric reporting respective to their affected resources. Tools include: Commitment Manager, Zesty Disk and Resource Cleaner.

- **Commitment Manager** - Proactive automated AWS reservation and savings plan management leveraging CloudWatch and CloudTrail data to swiftly modify resources
- **Zesty Disk** - Recommendations for disk rightsizing and general adjustments based on defined parameters. Policy-driven actions and monitoring to support full user control
- **Resource Cleaner** - Identifies a wide variety of underutilised or idle AWS resources for removal and can be enforced via policy

Access to Zesty **Commitment Manager** will be provided to the Customer for use on AWS as a part of Infrastructure Foundations or Reliability, if opted-into by the Customer. In addition, Cloudreach FinOps will provide reactive support and assistance in the management and usage of Zesty as needed.

Zesty Disk and **Resource Cleaner** are not currently available to be procured via Cloudreach.

Complete access details are denoted and dependent on the existence of an active Infrastructure Foundations or Reliability order form.

3.4.1 Zesty Deployment Notes

In order for primary Zesty functionality enablement, Zesty creates various AWS accounts within the Customer AWS Organisation (under the Cloudreach-owned Payer Account) solely for the purpose of purchasing Reservations and Savings Plans.

3.4.2 Zesty Limitations

Zesty's capabilities and features are limited to the AWS cloud platform and cannot be procured for Azure or GCP.

Zesty Disk and Resource Cleaner are unavailable as of this version of Cost Management Suite.

3.4.3 Zesty Support

Cloudreach FinOps will provide reactive support and assistance in the management and usage of Zesty as needed. Zesty support is governed by section "6.4 FinOps Support" within the Infrastructure Foundations service specification. Infrastructure Foundations support levels and procedures are defined by section "4. Support Concierge".

3.5 ParkMyCloud

A policy-based cloud agnostic resource scheduler. Schedules are configured via ParkMyCloud's web-based graphical user interface and can be modified to account for a variety of additional parameters such as exemptions.

In addition to scheduling, ParkMyCloud also maintains the capability to recommend scheduling recommendations ("SmartParking Recommendations") as well as rightsizing recommendations - both generated by historic utilisation and performance metrics.

Resources available for ParkMyCloud scheduling include:

- **Compute Resources**
- **Databases**
- **Containers**
- **Scale Groups**
- **Logical Groups**

Access to ParkMyCloud will be provided to the Customer for use on the relevant CSP as a part of Infrastructure Foundations or Reliability, if opted-into by the Customer. Complete access details are denoted and dependent on the existence of an active Infrastructure Foundations or Reliability order form.

3.5.1 ParkMyCloud Support

Cloudreach FinOps will provide reactive support and assistance in the management and usage of Zesty as needed. Zesty support is governed by section "6.4 FinOps Support" within the Infrastructure Foundations service specification. Infrastructure Foundations support levels and procedures are defined by section "4. Support Concierge".

Appendix A - Tooling Terms

“Cloudamize Terms” means the Terms and Conditions of Service for Cloudamize software located at <https://www.cloudamize.com/en/legal/terms-conditions/>

“CloudHealth Terms” means the End User Licence Agreement for the CloudHealth application located at <https://www.vmware.com/download/eula.html>

“Spot Terms” means the Terms and Conditions of Service for the Spot application located at <https://assets.spot.io/app/uploads/2020/07/12084456/Spot-by-NetApp-Updated-ToS.pdf>

“ParkMyCloud Terms” means the Terms and Conditions for the ParkMyCloud application listed at <https://www.parkmycloud.com/parkmycloud-master-subscription-agreement/>

“Zesty Terms” means the Terms and Conditions of Service for the Zesty application located at <https://zesty.co/terms-of-service/> less section 15