

Deloitte client story: FinOps for a global food retail group



A global food retail group had lost visibility of their cloud storage expenditure. Gaining cost transparency and mapping spend across business units was complicated by fragmented, duplicated practices across the organisation. However, the engagement delivered measurable results: following a comprehensive assessment of processes and storage infrastructure, we established a Cloud Centre of Excellence (CCoE) that restored financial control and enabled significant cost optimisation.

The Challenges



The global food retail group recognised substantial benefits from its cloud computing capabilities. However, as cloud adoption accelerated, cost visibility deteriorated. **Cloud spending was growing exponentially without predictable cost forecasting**, creating financial uncertainty at scale.

The situation was further complicated by organisational silos that had fostered **misaligned practices and duplicated efforts across business units**. Deloitte identified a critical governance gap: cloud adoption and utilisation had outpaced the organisation's ability to manage, control, and optimise cloud spending effectively.

The Solution



We led a structured, multi-phase engagement to define a cloud operating model supported by a global FinOps management framework.

Phase One established foundations: we assessed the operating model, analysed spending drivers, and developed a value framework with KPIs and target architecture for a Cloud Centre of Excellence.

Phase Two delivered cost realisation: we reclaimed orphaned virtual machine disks, optimised storage tiers, built a custom cost management dashboard, and standardised cloud processes globally with automated budget alerts.

The Impact



Following the successful launch of the global Cloud Centre of Excellence, complete with clearly defined roles and standardised FinOps best practices across the organisation, the client realised **substantial cost savings within three months**. The primary drivers of these gains were workload optimisation through virtual machine rightsizing and automated shutdown policies.

The engagement achieved its strategic objective: **establishing comprehensive cost transparency and enabling spend attribution across business units**. This was accomplished through the skills of our practitioners by providing real-time visibility into cloud expenditure patterns and cost drivers.

For more information, please contact:



Andrea Farnon
afarnon@deloitte.nl