OneView® Cloud | Customer Case Study

DO & CO | Automating Cloud Cost Recovery at Scale

How DO & CO reduced monthly cloud recharge time from more than 20 hours to fewer than two and established a scalable FinOps operating model with OneView® Cloud and Managed Services.

20+ → <2 hours

Monthly recharge processing time.

>90% reduction

In monthly manual recharge effort.

Auditable logic

Standardised allocation and recharge rules.

Customer Snapshot

Attribute	Detail
Customer	DO & CO
Industry	Aviation, catering and hospitality
Company size	Large global enterprise with 19,000+ employees across 12 countries (FY2025/26)
Cloud platform	AWS
Cloud footprint	20+ AWS regions, with EC2 driving a significant portion of usage
Solution	OneView® Cloud + Custom Recharge Logic Layer + Managed Services
Use case	Cloud cost allocation, internal cost recovery, recharge automation and FinOps governance

This was not simply a billing dashboard project. It was FinOps enablement.

The Smarter Way in Action

- **1.Discover**

A growing cloud estate supported by a manual recharge process

DO & CO operates a complex AWS environment spanning more than 20 regions. As its cloud footprint expanded, so did the complexity of allocating cloud costs to the appropriate cost centres and recovering those costs internally.

Each month, a senior team member had to:

- Extract and prepare cloud billing data manually
- Allocate EC2 usage to the relevant cost centres
- Calculate internal recharges using static spreadsheets
- Validate and explain allocations without centralised dashboards or a clear audit trail

The process worked, but it could not scale efficiently alongside continued cloud adoption. Manual effort increased the risk of errors, delayed internal reporting and concentrated critical process knowledge in one individual.

2.Diagnose

The underlying challenge was cloud cost governance

The immediate request was to simplify the monthly recharge process. OneView®'s diagnostic approach, however, revealed that the broader issue was not AWS spend itself.

DO & CO lacked a structured governance layer connecting cloud billing data, allocation rules, cost centres and internal cost recovery.

The diagnosis identified four principal gaps:

- No formalised allocation logic
- Recharge rules that were not consistently documented
- Process knowledge concentrated in one specialist
- Limited transparency and auditability for Finance and operational stakeholders

DO & CO did not simply need improved reporting. It needed FinOps embedded into the way cloud costs were allocated, governed and recovered.

3.Align

A tailored FinOps model built around DO & CO's operating structure

OneView® Cloud's modular capabilities were configured around DO & CO's existing cost recovery requirements. Rather than imposing a generic allocation model, the implementation formalised the organisation's business rules and embedded them into a governed, repeatable process.

Cloud Cost Allocation

- AWS cost data ingested into OneView® Cloud
- EC2 usage mapped to the appropriate cost centres across regions
- A structured view replaced fragmented billing extracts

Recharge Logic

- Proportional recharge logic configured around DO & CO's internal cost recovery model
- Rules standardised and embedded in the platform
- An auditable record created for every recharge calculation

Governance and Visibility

- Role-based access for Finance and operational stakeholders
- Configurable dashboards for cost, allocation and recharge visibility
- Reduced dependence on raw billing files and static spreadsheets

Managed Services

- A dedicated 1Nebula analyst supported implementation and ongoing operation
- Requirements and data integrity were continuously validated
- The recharge model remained aligned with OneView®'s metadata and governance framework

**"We always evaluate how client requirements affect platform structure and scalability.
Our role is to protect quality across the OneView® ecosystem."
- 1Nebula® Analyst**

Why the combined model mattered

The technology automated the repeatable work. Managed Services retained the specialist oversight needed to validate data, protect governance quality and support continuity as the model evolved.

4.Activate

Immediate improvements in efficiency, control and visibility

Once the recharge model was embedded into OneView® Cloud, DO & CO achieved measurable improvements across its monthly cost recovery process.

Area	Before OneView	After OneView
Monthly recharge time	More than 20 hours	Fewer than 2 hours
Recharge logic	Manual and undocumented	Automated, standardised and auditable
Process ownership	Concentrated in one specialist	Governed process with wider team access
Cost insight	Raw billing files and spreadsheets	Role-based dashboards for key stakeholders

The core allocation and recharge calculations were automated, while appropriate human oversight was retained for validation and governance. The result was a reduction of more than 90% in monthly recharge effort.

- **5.Evolve**

A reusable foundation for future cloud governance

The implementation delivered more than a faster monthly recharge process. DO & CO now has a governed FinOps foundation that can evolve alongside its cloud environment.

- A consistent and auditable cloud cost allocation model
- Recharge logic that can expand as the business changes
- Reduced reliance on spreadsheets and individual process knowledge
- Improved visibility for Finance and operational stakeholders
- A modular governance framework that can support additional FinOps requirements

The recharge model also became a reusable logic component within OneView®, demonstrating how client-specific requirements can be translated into scalable platform capabilities.

What the Smarter Way Unlocked

This was not about adding another billing dashboard. It was about enabling FinOps as an operational capability.

1.Discover	2.Diagnose	3.Align	4.Activate	5.Evolve
Exposed the operational effort hidden inside cloud recharges	Identified gaps in allocation governance, ownership and control	Configured structured allocation and recharge logic with specialist oversight	Reduced monthly recharge time from 20+ hours to fewer than two	Established a scalable and repeatable cloud cost governance model

A Governed Model Built to Scale

DO & CO did not simply gain better cloud reporting. It embedded FinOps into the operational process for allocating, validating and recovering cloud costs.

Through OneView® Cloud and Managed Services, a manual and specialist-dependent process became governed, auditable and designed to scale with the business.

WANT RESULTS LIKE THIS?

Your organisation may benefit from a similar approach if it is:

- Managing cloud allocations or recharges manually
- Dependent on spreadsheets or individual specialists
- Unable to explain how cloud costs are allocated
- Lacking visibility, auditability or consistent governance

Company size reference: DO & CO FY2025/26 reporting (19,330 employees across 12 countries).

Book your OneView® Diagnosis

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