



Avoiding 'Bill Shock'

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So what is Bill Shock?

It is what it says, the shock of getting an unexpectedly high bill!

Many businesses suffer from Bill Shock on a monthly basis, making budgeting and financial planning an almost impossible task.





What are the common causes?



Bill shock occurs with service providers when organisations use more resources than expected. Both AWS and Azure have caught clients out with bill shock in the past.



Bill Shock is caused by unknown higher than expected consumption of a service due to misconfiguration or higher than planned usage. Some common causes of this are as follows:

- Resources being used for training or research reasons, that are unbudgeted for.
- Turning services on and forgetting about them.
- Higher than anticipated compute / processing being used.
- Additional storage being consumed by auto grow.
- Additional users being provisioned.
- Scaling objects up without fully understanding the impact.





Preventing Bill Shock

Unwanted bills can be controlled but processes need to be put in place to enable this, Like AWS, Azure does have tools you can use to manage your bill and reduce bill shock.



Azure Advisor:

A cloud-based consultancy application that gives advice personalised to your usage. Azure Advisor gives insight into performance, security, and cost-effectiveness.

Role-Based Access Control:

Role-Based Access Control ensures you and your staff use only recommended resources. This reduces costs in development.





Your Indirect CSP Provider:

Your Cloud Service Provider can help you when it comes to cost management tools. And they can help in employing Azure governance tools.

Azure offers a multitude of pros and cons when it comes to scale-able data management. Cloud-based data solutions are right for some organisations and not for others. It's important to ensure you have done your research when it comes to the right data solution for you.

In addition to Vendor provided tools, some common businesses can control costs for you.

- **Change Control / Management** – Log any changes.
- **Permissions** – Control who can provision services.
- **Monitoring** – Process for regularly monitoring services and usage.

Choose a Private Cloud Provider / Partner:

Another way to manage and control costs is to choose a service and associated partner that looks after your requirements and offers fixed pricing. There are Private Cloud providers out there who will build a service around your requirements. This means agreeing on a set cost per user, based on an initial number of users and a set cost per server, storage, and compute bundle.

This means that nothing can expand or increase without dialogue and ultimately agreement between you and your Private Cloud provider. Services and consumption will be managed and monitored, and regular Account / Service review meetings will take place, any expansion can be agreed at this point, nothing will 'Automatically Grow'





The main differentiator between the Private Managed Cloud and Public Services such as Azure is the 'Personal Service' in the Private cloud world the Supplier knows you, looks after your needs, and controls the service. In the Public Cloud world you are responsible for what you consume, if you continue to use it, then 'Bill Shock' will occur.



In business as in personal life, it is always better to have predictable monthly costs and a clear understanding of what you are paying for and how much it will cost, people hate financial shocks.



Next Steps



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