

Case Study:

Empowered Networks

Viadex delivers managed FinOps service for multi-tenant workloads

About Empowered Networks

Empowered Networks is a specialist independent software vendor (ISV) delivering advanced networking and performance management solutions for enterprise and regulated industries. With a strong focus on mission-critical environments, the company enables organisations to achieve operational excellence, high availability, and secure connectivity across complex infrastructures.

Their solutions are designed to support business continuity and disaster recovery (BCDR), ensuring uninterrupted service for sectors where downtime is not an option — such as financial services, telecommunications, and government agencies. Empowered Networks combines deep technical expertise with innovative software to help customers monitor, optimise, and secure network performance, while meeting stringent compliance and reliability standards.

By partnering with leading technology providers and leveraging best-in-class practices, Empowered Networks positions itself as a trusted advisor for organisations seeking resilient, scalable, and future-ready networking solutions.

The Challenges

Empowered Networks faced a critical need for precise cost allocation and optimisation across multi-tenant workloads hosted on AWS. Their environment supported multiple enterprise and regulated industry clients, each requiring accurate chargeback and SLA compliance.

However, the complexity of shared infrastructure such as centralised networking services and security layers — made it difficult to attribute costs fairly and transparently. The lack of automated governance and real-time visibility meant finance and operations teams relied on manual processes for reporting and chargebacks.

These processes were slow, error-prone, and often led to disputes that impacted customer trust and operational efficiency. Additionally, without actionable insights into resource utilization, optimization opportunities were frequently missed, driving up costs and reducing profitability.

Solution Components

Empowered Networks required a FinOps-driven approach to manage cost allocation and optimisation across multi-tenant workloads while maintaining SLA compliance for regulated industries. Viadex implemented Viadex360, designed to automate governance and deliver actionable insights at scale.

Key solution components included:

- **Automated Tagging & Governance:**
Enforced a multi-dimensional tagging schema (CustomerID, Service, Environment, SLA Tier) across all resources to ensure accurate attribution for shared networking services and tenant workloads.
- **Customer-Level Dashboards:**
Delivered real-time dashboards segmented by customer, workload, and SLA tier, enabling transparent chargebacks and compliance reporting.
- **Predictive Analytics & Anomaly Detection:**
Integrated machine learning models to detect cost anomalies and forecast monthly spend, reducing budget variance and enabling proactive remediation.
- **Optimisation Automation:**
Implemented scripts to identify idle or underutilised resources, optimise EC2 instance families, and migrate cold data to cost-efficient storage tiers — all without impacting SLA performance.

Implementation Strategy

The rollout was executed in four structured phases:

1. Data Integration & Normalisation

- Ingested AWS Cost and Usage Reports (CUR) into Viadex360 for granular visibility.
- Normalised multi-account data to support consolidated and customer-level reporting.

2. Tagging Framework Enforcement

- Applied AWS Tag Policies to enforce mandatory tags at resource creation.
- Integrated tagging validation into CI/CD pipelines using Terraform modules, ensuring compliance from day one.

3. Dashboard Development

- Built role-specific dashboards:
- Finance View: Consolidated spend and chargeback accuracy.
- Operations View: SLA compliance and optimisation insights.
- Customer View: Transparent billing and usage breakdown.

Implementation Strategy *cont.*

4. Automation & Optimisation

- Deployed Lambda-based remediation scripts to terminate idle EC2 instances and optimise storage tiers.
- Leveraged AWS License Manager to reclaim unused licenses and reduce software costs.

Key Outcomes
Annual Savings: \$75,000 through proactive optimisation.
Tag Compliance: Increased to 97%, ensuring accurate cost attribution.
Reporting Cycle: Reduced from 7 days to 1 day, accelerating financial governance.
Billing Accuracy: Achieved 99.5%, eliminating disputes and improving customer trust.
Operational Agility: Enabled faster decision-making and SLA adherence across regulated environments.