

Case Study: HNG Global

Viadex Scales Financial Management and Billing Accuracy for HNGGlobal

About HNG Global

HNG Global is a technology-driven solutions provider focused on delivering innovative hosting, cloud, and IoT services to businesses worldwide. The company specialises in enterprise-grade infrastructure, managed services, and digital transformation solutions, enabling organisations to scale securely and efficiently in today's fast-paced digital environment.

With a strong emphasis on cloud hosting, IoT integration, and advanced technology consulting, HNG Global helps clients optimise operations, enhance customer experiences, and unlock new growth opportunities. Its global footprint spans multiple regions, supported by strategic partnerships and a commitment to performance, reliability, and security.

HNG Global fosters a collaborative approach, working closely with clients from ideation to execution to deliver tailored solutions that meet unique business needs. By combining cutting-edge technology with deep industry expertise, HNG Global positions itself as a trusted partner for enterprises seeking agility, innovation, and sustainable success.

The Challenges

HNG Global faced complex financial and operational hurdles in managing its large AWS estate. The company struggled with consolidated billing across multiple accounts and regions, which made it difficult to reconcile costs and maintain transparency for internal stakeholders. Shared infrastructure — such as VPCs, load balancers, and centralised services — added another layer of complexity, as there was

no clear mechanism to allocate these expenses fairly across business units or customer projects.

The absence of granular visibility into cost drivers meant optimisation opportunities were often missed. Teams lacked actionable insights to identify idle resources, overprovisioned instances, or inefficient storage tiers. This resulted in unpredictable monthly bills, creating budgeting uncertainty and eroding confidence in financial forecasts.

Additionally, manual processes for cost allocation and reporting were time-consuming and error-prone. Finance teams relied on spreadsheets and delayed data exports, which led to inaccuracies and frequent disputes between departments. These disputes not only slowed internal operations but also impacted profitability and strained customer relationships, as billing discrepancies undermined trust and service credibility.

Ultimately, these challenges limited HNG Global's ability to scale efficiently, maintain financial governance and deliver cost transparency — critical factors for sustaining growth in a competitive cloud services market.

The Solution

To overcome its billing and cost allocation challenges, Viadex implemented Viadex360, a FinOps-driven platform designed for complex multi-account AWS environments. The solution was tailored to HNG Global's operational model, focusing on automated governance, transparency, and optimisation.

Key Differentiators Included:

Deep Integration with AWS CUR and Licence Manager:

Viadex360 ingested AWS Cost and Usage Reports (CUR) for granular cost data and integrated with AWS Licence Manager to track and optimise software licence usage across EC2 and RDS instances. This ensured compliance and prevented unnecessary license costs.

Standardised Tagging Framework:

A robust tagging schema was enforced across all resources, including Owner, Operator, Product, and CustomerID. This enabled precise cost attribution for shared infrastructure and customer workloads, eliminating ambiguity in chargebacks.

Consolidated & Customer-Level Dashboards:

Purpose-built dashboards provided multi-dimensional visibility:

- **Executive View:** Consolidated spend across all accounts and regions.
- **Customer View:** Detailed breakdown of costs per client project, including shared services.
- **Optimisation View:** Highlighted idle resources, underutilised licences, and high-cost workloads.

Predictive Governance & Anomaly Detection:

Integrated anomaly detection flagged unexpected cost spikes in real-time, while forecasting models improved budget predictability and reduced variance.

Implementation

The deployment was executed in structured phases:

- Data Integration & Normalisation
- Automated ingestion of CUR data into Viadex360.
- Normalised multi-account billing data for consolidated reporting.
- Tagging Enforcement
- Applied AWS Tag Policies and compliance checks.
- Embedded tagging validation into CI/CD pipelines to prevent non-compliant deployments.

Licence Optimisation

- Leveraged AWS Licence Manager integration to identify unused or misallocated licenses.
- Automated remediation scripts reclaimed idle licenses and optimised instance types.

Dashboard Development

- Built role-specific dashboards for finance, operations, and customer account managers.
- Enabled real-time drill-down into cost drivers and optimisation opportunities.

Automated Remediation

Deployed scripts to terminate idle EC2 instances, downsize over-provisioned resources, and move cold data to lower-cost storage tiers.



Outcomes

Following the implementation of Viadex360, HNG Global achieved breakthrough improvements in financial governance and operational efficiency:

- **Billing Accuracy:** Increased to 99.5%, eliminating discrepancies in consolidated and customer-level invoices. This improvement significantly reduced billing disputes and strengthened client confidence.
- **Tagging Compliance:** Reduced untagged resources from 15% to below 2%, ensuring precise cost attribution for shared infrastructure and customer workloads. This enabled accurate chargebacks and improved accountability across teams.

Cost Optimisation:

Identified and executed \$120,000 in annual savings through targeted actions such as:

- Rightsising EC2 instances based on utilisation patterns.

- Optimising license usage via AWS License Manager.
- Migrating cold data to lower-cost storage tiers.

These results not only delivered measurable financial benefits but also enhanced transparency and trust, positioning HNG Global for sustainable growth in a competitive cloud services market.

KPI and Measurable Results

- **Annual Cost Optimisation:** \$120,000 through proactive resource and license management.
- **Tag Compliance:** 98%, enforced via AWS Tag Policies and automated remediation.
- **Billing Accuracy:** 99.5%, achieved through consolidated reporting and governance automation.
- **Forecast Variance:** Reduced to <5%, improving predictability for budgeting and planning.

Customer Enablement

Operations and finance teams were trained on Viadex360 dashboards and optimisation workflows so they could independently manage cost governance.

Why Viadex

Viadex's automation-first approach and Viadex360 platform enabled HNG Global to scale financial management and deliver fully transparent billing.

