|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Prompt**  **(Tested in QA)** | **Model** | **Total Time Taken** | **Model Time** | **Response** | **Latency Improvement (OpenAI)** |
| What are CBRE approved cloud regions? | OpenAI | 13.6s | 703ms, 8.62s | **CBRE Approved Cloud Regions**  CBRE's approved cloud environments currently include the following public cloud platforms:   * **Amazon Web Services (AWS)** * **Microsoft Azure** * **Google Cloud Platform (GCP)** * **Ali-Cloud**   These platforms are governed by CBRE's Cloud Center of Excellence (CoE) standards, which ensure compliance, security, and governance for all cloud resources.  **Key Points:**   * CBRE's cloud standards apply to all public cloud resources across these platforms. * Cloud resources not compliant with governance standards will be removed. * The approved cloud regions are within these platforms, but specific region lists are managed internally and tied to governance policies. * For requesting new cloud accounts or access, CBRE uses ServiceNow forms specific to each platform.   **ServiceNow Request Forms for Cloud Access and Accounts:**   | **Request Type** | **Description** | **ServiceNow Link** | | --- | --- | --- | | AWS Account Request | Request new AWS accounts with required approvals | [AWS Account Request]([HTTP(S) URL][REDACTED PHONE NUMBER]d45fc4e29619e1) | | Azure Resource Group Request | Request a new Azure Resource Group | [Azure RG Request]([HTTP(S) URL][REDACTED PHONE NUMBER]51053e174c6dabb35cd) | | Cloud Access Request | Request access to existing AWS accounts or Azure Resource Groups | [Cloud Access Request]([HTTP(S) URL] | | GCP Requests | No dedicated form; use General IT Request for GCP projects | [General IT Request]([HTTP(S) URL] |   **Additional Resources:**   * CBRE Cloud Cost Standard document outlining cloud governance and approved platforms: [CBRE Cloud Cost Standard PDF]([HTTP(S) URL] * Approved Cloud Service Providers list (may include region details): [Approved Cloud Service Providers PDF]([HTTP(S) URL] * Cloud Platform Engineering ServiceNow request forms overview: [Cloud Platform Request Forms]([HTTP(S) URL][REDACTED PHONE NUMBER]/Cloud+Platform+Request+Forms)   If you need access to specific cloud regions or have questions about approved regions, it is recommended to submit a request via the appropriate ServiceNow form or contact the Cloud Platform Engineering team.  If you want to request access or new accounts in approved cloud regions, use the above ServiceNow forms to initiate the process.  Please note that specific approved cloud regions are managed internally and may require approval based on governance policies.  **Sources:**   * [CBRE Cloud Cost Standard PDF]([HTTP(S) URL] * [Approved Cloud Service Providers PDF]([HTTP(S) URL] * [Cloud Platform Request Forms - CBRE Jira]([HTTP(S) URL][REDACTED PHONE NUMBER]/Cloud+Platform+Request+Forms) * ServiceNow forms as linked above for cloud account and access requests.   If you need further details on specific regions, contacting CBRE Cloud Platform Engineering or submitting a ServiceNow request is advised. | **8.0s faster** |
|  | Claude | 21.6s | 2.72s, 15.3s | Based on the retrieved information, CBRE has approved the following cloud providers and regions:  **Approved Cloud Providers:**   * Amazon Web Services (AWS) * Microsoft Azure * Google Cloud Platform (GCP) * Ali-Cloud   **Regional Data Centers:**   * US (CDC-ADC) * EMEA (RDC-MDC) * APAC (SYX-HYX)   **For Cloud Platform Support:**   * For AWS and Azure related requests, use the [Cloud Assistance Form]([HTTP(S) URL] * For GCP related requests, use the [General IT Request Form]([HTTP(S) URL]   **Sources:**   * [CBRE Cloud Cost Standard]([HTTP(S) URL] * [Reference Architectures]([HTTP(S) URL] |  |
| What are CBRE related cloud infrastructure cost approvals? | OpenAI | 17.8s | 1.05s, 13.4s | **CBRE Related Cloud Infrastructure Cost Approvals**   1. **Overview of CBRE Cloud Cost Approval Process:**    * CBRE operates with a single global billing account per cloud provider (AWS, Azure, GCP).    * Each cloud provider sends a consolidated invoice to CBRE.    * CBRE distributes these costs internally to departments based on cloud consumption.    * Usage data is retrieved monthly (after the 11th) for the previous month, including detailed resource usage, cost, and tag values. 2. **Key Cost Allocation Values:**    * **FMC Code:** Used for chargebacks, composed of:      + F = Functional Unit      + M = Managing Office      + C = Client    * The FMC code format: BU-FU-MO-Client (e.g., [REDACTED PHONE NUMBER]51-100004-NONCL)    * **Billing Approver:** Person responsible for budget definition and cost tracking.      + AWS: Billing Approver tag on the parent account.      + Azure: Billing Approver tag on the parent resource group or subscription.      + GCP: Billing Approver from a static SQL translate table (due to label format limitations). 3. **Reports and Chargebacks:**    * Two types of reports are generated monthly:      1. **Cost Report by FMC:** Sent to CBRE Finance for monthly chargebacks.         + US chargebacks booked monthly.         + Other countries invoiced annually (September/October).      2. **Usage Reports:** Sent to each Billing Approver monthly, showing cost per FMC.    * The Global FinOps team can manually adjust for missing or invalid FMC/Billing Approver tags. 4. **Amortized Costs:**    * CBRE purchases Reserved Instances and Savings Plans in advance for discounts.    * Amortized costs break down these purchases into hourly units consumed by resources.    * Monthly reports to Finance and Billing Approvers are based on amortized data. 5. **Cloud Provider Specific Details:**    * **Azure:**      + Billed at Resource Group or Subscription level.      + Includes Microsoft usage charges, Marketplace subscriptions, and shared fees (e.g., Azure DevOps, TFE).      + Shared fees are allocated proportionally and may not appear in Azure Cost Management portal.      + Teams should budget an additional 15% for shared fees.    * **AWS:**      + Monthly report breaks down costs into discounted usage, fees, RI fees, savings plan covered usage, on-demand usage, taxes, refunds, credits, and allocated shared fees.      + Teams should budget an additional 15% for allocated fees like AWS premium support. 6. **ServiceNow Forms for Cloud Infrastructure Requests and Approvals:**   CBRE uses specific ServiceNow forms for cloud infrastructure and cost-related approvals:   | **Request Type** | **ServiceNow Form Link** | | --- | --- | | AWS Account Request | [AWS Account Request]([HTTP(S) URL][REDACTED PHONE NUMBER]d45fc4e29619e1) | | AWS Account Decommission | [AWS Account Decommission]([HTTP(S) URL] | | AWS Account Tags Update | [AWS Account Tags Update]([HTTP(S) URL] | | Request a new Azure Resource Group | [Azure Resource Group Request]([HTTP(S) URL][REDACTED PHONE NUMBER]51053e174c6dabb35cd) | | Cloud Assistance (Azure & AWS) | [Cloud Assistance]([HTTP(S) URL] | | Cloud Access Request | [Cloud Access Request]([HTTP(S) URL] | | Cloud Health Read Access | [Cloud Health Read Access]([HTTP(S) URL][REDACTED PHONE NUMBER]) | | GCP Requests (General IT Request) | [General IT Request for GCP]([HTTP(S) URL] |   These forms require appropriate approvals as part of the cloud infrastructure cost and access management process.  **References:**   * CBRE Cloud Cost Standard and Bill Back Process Document (SharePoint PDF & DOCX): [CBRE Cloud Cost Standard PDF]([HTTP(S) URL] [CBRE Cloud Bill Back Process DOCX]([HTTP(S) URL] * CBRE Cloud Platform Request Forms Wiki (ServiceNow form links and descriptions): [CBRE Cloud Platform Request Forms]([HTTP(S) URL][REDACTED PHONE NUMBER]/Cloud+Platform+Request+Forms)   If you need to initiate any cloud infrastructure cost approvals or requests, please use the appropriate ServiceNow forms linked above.  Let me know if you want details on any specific approval process or form! | **9.4s faster** |
|  | Claude | 27.2s | 2.99s, 22.4s | **CBRE Cloud Infrastructure Cost Approvals Overview**  **Key Components of Cost Management:**   1. **Billing Structure**  * CBRE maintains one global billing account with each cloud provider * Consolidated invoices are processed and distributed across departments based on consumption  1. **Key Billing Identifiers:**  * **FMC (Functional unit-Managing office-Client) Code Structure:**   + BU (Global Business Unit) - 5 numbers   + FU (Functional Unit) - 6 numbers   + MO (Managing Office) - 6 numbers   + Client code - 5 Alpha characters (NONCL for no client)   Example: 10020-100251-100004-NONCL   1. **Billing Approver Role:**  * Responsible for defining budgets and tracking team cloud costs monthly * Works with cloud application support teams to review costs and prevent overages * Receives monthly usage reports via email  1. **Cost Approval Process by Platform:**  * **AWS:** Billing Approver tag on parent account * **Azure:** Billing Approver tag on parent resource group or subscription level * **GCP:** Uses static SQL translate table at project level  1. **Monthly Reporting:**  * Reports generated after the 11th of each month for previous month's usage * Two types of reports:   1. Consolidated FMC code cost report for Finance   2. Usage reports for billing approvers   **Related Service Forms:**   * [Cloud Assistance Form]([HTTP(S) URL] - For Azure & AWS Platform general support requests * [Cloud Health Read Access Form]([HTTP(S) URL] - For requesting read-only access to CloudHealth   **Sources:**   * [CBRE Cloud Cost Standard]([HTTP(S) URL] * [CBRE Cloud Bill Back Process]([HTTP(S) URL] |  |
| How can I reach out to cloud FinOps team and AWS support contacts? | OpenAI | 13.7s | 949ms, 8.59s | **How to Reach Out to Cloud FinOps Team and AWS Support Contacts** Cloud FinOps Team Contact Information  * **Email:**   [REDACTED EMAIL ADDRESS]   * **ServiceNow Contact:** Global Cloud FinOps (accessible via CBRE ServiceNow portal)  Cloud Operations and Engineering Contacts  * **Cloud Operations Email:**   [REDACTED EMAIL ADDRESS]   * **Cloud Engineering Email:**   [REDACTED EMAIL ADDRESS]   * **ServiceNow Contacts:**   + Cloud Operations: DNT Cloud Operations   + Cloud Engineering: DNT\_Cloud\_Engineering * **After Hours Support Key Contacts:**   + US: John Gideon @ [REDACTED PHONE NUMBER]   + EMEA: David Thomas @ [REDACTED PHONE NUMBER]   + APAC: Abraham Brainard @ [REDACTED PHONE NUMBER]  AWS Enterprise Support Contacts  * **Technical Account Manager:** Jen Gladman Email: [REDACTED EMAIL ADDRESS] Phone: [REDACTED PHONE NUMBER] * **Solutions Architect:** Ganesh Jayachandran Email: [REDACTED EMAIL ADDRESS] Phone: [REDACTED PHONE NUMBER] * **AWS TAM Distribution List:**   [REDACTED EMAIL ADDRESS] ServiceNow Forms for Cloud Support Requests For general cloud platform support requests (Azure & AWS), use the following ServiceNow form: [Cloud Assistance - Azure & AWS Platform general support requests]([HTTP(S) URL]  For access requests to existing AWS accounts or Azure Resource Groups, use: [Cloud Access Request Form]([HTTP(S) URL] Additional Resources  * CBRE Cloud Overview and Contact Information: [CBRE Cloud Overview - Confluence]([HTTP(S) URL] * AWS Enterprise Support Details: [AWS Enterprise Support - Confluence]([HTTP(S) URL][REDACTED PHONE NUMBER]/AWS+Enterprise+Support)   If you need to raise a ticket or request support, please use the appropriate ServiceNow forms linked above to ensure your request is routed correctly.  If you require further assistance, feel free to reach out via the provided emails or contact the after-hours support numbers as applicable.  Please let me know if you need help with specific requests or additional contacts!  **Sources:**   * [CBRE Cloud Overview - Confluence]([HTTP(S) URL] * [AWS Enterprise Support - Confluence]([HTTP(S) URL][REDACTED PHONE NUMBER]/AWS+Enterprise+Support) * [Cloud Platform Request Forms - Confluence]([HTTP(S) URL][REDACTED PHONE NUMBER]/Cloud+Platform+Request+Forms) * [ServiceNow Cloud Assistance Form]([HTTP(S) URL] * [ServiceNow Cloud Access Request Form]([HTTP(S) URL] | **1.7s faster** |
|  | Claude | 15.4s | 1.88s, 11.6s | \*\*Cloud FinOps Team Contact Information:\*\*  \* Email: `[REDACTED EMAIL ADDRESS]`  \* ServiceNow: Global Cloud FinOps  \*\*AWS Support Contacts:\*\*  \* \*\*AWS Account Team:\*\*  \* Technical Account Manager:  \* Name: Jen Gladman  \* Email: `[REDACTED EMAIL ADDRESS]`  \* Phone: +1 (740) 503-8007    \* Solutions Architect:  \* Name: Ganesh Jayachandran  \* Email: `[REDACTED EMAIL ADDRESS]`  \* Phone: +1 (480) 208-8718    \* AWS TAM Distribution List: `[REDACTED EMAIL ADDRESS]`  \*\*For Cloud Platform Support:\*\*  You can submit a request through the [Cloud Assistance Form]([HTTP(S) URL] for Azure & AWS Platform general support requests.  \*\*Sources:\*\*  \* [Cloud Overview Page]([HTTP(S) URL]  \* [AWS Enterprise Support Page]([HTTP(S) URL] |  |