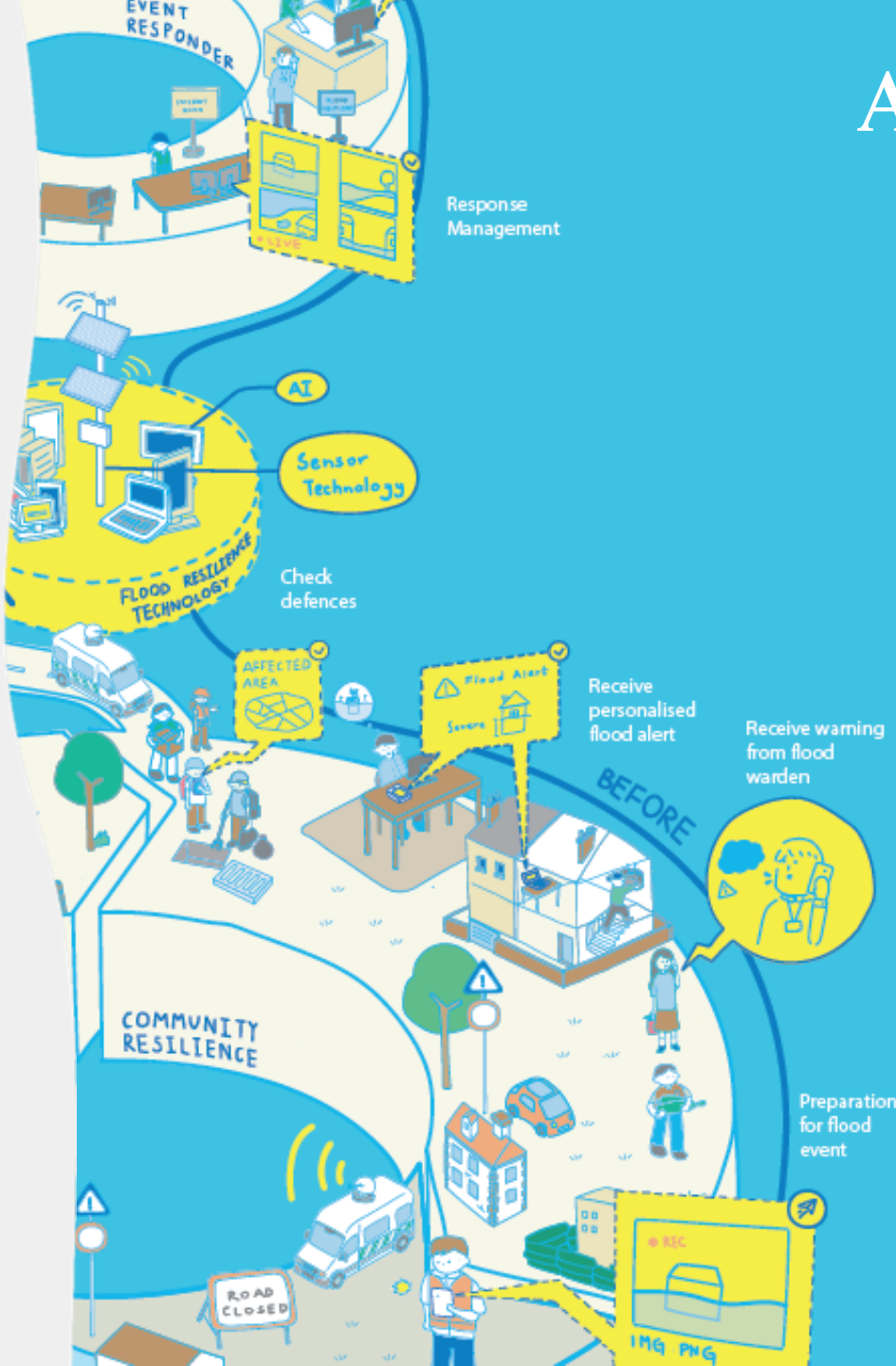
ARUP

G-Cloud 15
Fuse

G-Cloud 15
Service definition document

Our firm

Arup is a global collective of designers, consultants and experts dedicated to sustainable development, and to using imagination, technology and rigour to shape a better world



Our aims

The aims and principles laid out by Sir Ove Arup in his Key Speech, continue to underpin our firm today


Social usefulness


Total architecture


Humane organisation


Straight and honourable dealings


Quality of work


Reasonable prosperity

Who we are

We combine digital expertise with market knowledge to advise on the role of digital and data in the built and natural environment

We deliver services and solutions that solve complex challenges for our clients



Our strategy

We work with clients, partner
and practitioners who share
our commitment to create a
sustainable future for
everyone



Our partnerships

From climate change to city resilience, our long-term collaborations help us to tackle some of the world's toughest problems























Some of our clients





































ARUP

Our G-Cloud 15 services

- Digital service design and development
- Discovery phase
- Alpha phase
- Beta phase
- Digital Asset Information Management
- Digital Strategy and Architecture
- Built Environment Data Advisory
- Digital Transformation
- Digital Energy
- Digital Water
- Digital Transport
- Experience Design
- Digital for Sustainability
- Digital Twins
- Digital Planning
- Co-Design
- GIS (Geographic Information System)

Fuse

Fuse

Introduction

Fuse is an Arup-managed cloud service providing configuration, onboarding, and operational support for secure project websites.

We support clients to deploy, manage and evolve Fuse portals integrating models, dashboards, maps and documents, with defined service processes, governance controls, and continuous improvement aligned to project delivery needs.



Features

Features

- Managed onboarding, configuration, and handover into live project environments
- Secure user access management with role-based permissions and supplier controls
- Ongoing operational support including incident, change, and service requests
- Standardised templates enabling repeatable, governed project portal deployment
- Integration support for models, maps, dashboards, and document repositories
- Usage monitoring and analytics to inform service improvements and adoption
- Service documentation covering operating models, roles, and responsibilities
- Scalable support model suitable for programmes, portfolios, and major projects

Benefits

Benefits

- Faster mobilisation of secure project portals without bespoke platform development
- Reduced operational burden through managed cloud support and service processes
- Improved information assurance through controlled publishing and access management
- Consistent user experience across projects, reducing training and change friction
- Better stakeholder engagement through intuitive, self-serve access to information
- Clear service ownership with defined escalation, support, and governance routes
- Supports programme-wide standardisation while accommodating project-specific needs
- Confidence that live services remain supported, monitored, and continuously improved



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