



GrantsNow

Service Definition Document for GCloud 15

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PREFACE

Particular	Description
Statement of Confidentiality	The information contained in this document is confidential and proprietary to Fusion Practices Limited (known as Fusion Practices henceforth). The contents are not to be disclosed, duplicated, or used, in whole or in part, for any purpose other than the evaluation of Fusion Practices' qualifications.
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1. INTRODUCTION

GrantsNow is owned and developed by Fusion Practices limited, who are a leading Cloud Consultancy and Software development business. Fusion Practices were established in the UK in 2009 and employ over x200 experienced Cloud Consultants, with offices in London & Birmingham to service the UK market.

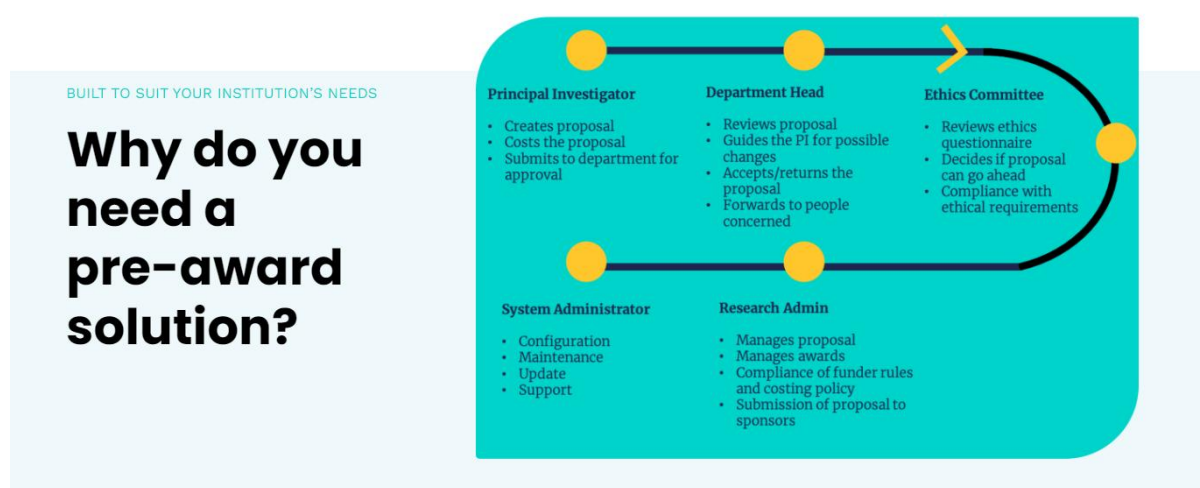
GrantsNow is a Research Funding Management solution built on the Oracle Cloud PaaS Technology platform. Therefore, it can seamlessly integrate via APIs with your ERP / Finance / HR systems to enable two-way data flows. With easy self-service configuration to define your costing models, processes & terminology, GrantsNow simplifies your entire pre-award management needs from creating and costing a proposal, to ethics and compliance, to submission, award on a single platform.

Kindly click on the below link to go through our brochure:

[GrantsNow Brochure](#)

Our platform covers the entire project journey, including:

- ⇒ Identifying research opportunities and applying internally for a bid
- ⇒ Costing, Pricing (FEC, Horizon & others) and submitting project proposals.
- ⇒ Handling ethical review and approval processes.
- ⇒ Accepting Awards and adjustments prior to sending it to your finance system.
- ⇒ Contract document management, negotiation, approval workflows & digital signatures.
- ⇒ Full Reporting suite for KPI management and analytics to make informed decisions.
- ⇒ Showcasing Researcher profiles & outcomes in a publicly accessible Open Access repository.

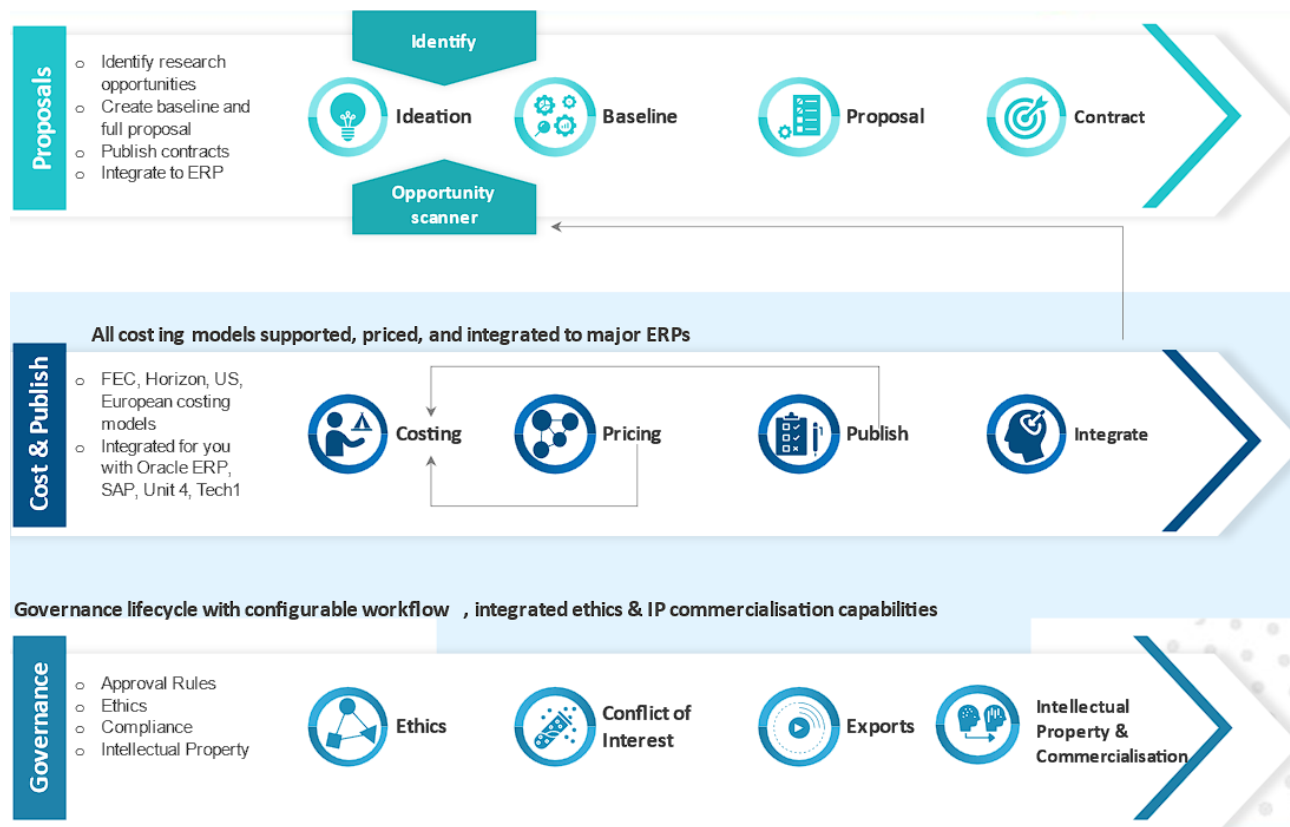


The system has been designed to seamlessly integrate via APIs with the current IT infrastructure of any University, to maximise the efficiency of managing all aspects of research projects.

2. KEY FEATURES

GrantsNow has been developed by Fusion Practices, a leading cloud consultancy and implementation service provider based in the UK. Our team is comprised of experienced higher education research experts & solution design specialists who have used their extensive knowledge of pre-award processes and system integration to develop an intelligent solution that comprehensively addresses the typical challenges met in a Research Office.

Our solution has been designed to cover the end-to-end process from identifying to submitting a Grant Funding Application.



- ⇒ Pre-built integration with Oracle Cloud ERP and end-to-end implementation with any other pre-existing system
- ⇒ Full economic costing capabilities in line with TRAC requirements + other costing models such as Horizon Europe and any commercial costing model
- ⇒ Rich and insightful dashboards and reports offering analytics to make informed decisions
- ⇒ Access to key information in a single place, reducing manual & duplicate effort
- ⇒ Configurable admin console enabling extensive self-service customisation for your needs
- ⇒ Continuous innovations in line with industry changes and future functionality requirements

2.1. INFRASTRUCTURE & INTEGRATIONS

GrantsNow is hosted on Oracle Cloud Infrastructure, which is used by 1000's of companies globally. The data centres are located in South London & Newport, South Wales and offer a highly secure and reliable Cloud platform, meeting all UK regulations.

More can be seen at: <https://www.oracle.com/uk/cloud/>

- ⇒ Seamless integrations via APIs with your Finance, HR (ERP) and post-award systems
- ⇒ Integration with any Finance or ERP system via APIs or automated file transfers
- ⇒ Offers users a unified look and feel with Oracle Cloud ERP enabling faster adoption.
- ⇒ Pre-built plug and play integrations with any system reduces implementation time
- ⇒ Full integration with other third-party systems on your behalf

2.2. KEY FUNCTIONALITY

2.2.1. OPPORTUNITIES

- ⇒ Searchable database of funding opportunities from all leading Funders
- ⇒ Featured Opportunities, based on user's profile and preferences.
- ⇒ Easy sharing and collaboration
- ⇒ Application of Interest on Opportunities
- ⇒ Automatic transfer of details to project proposal

2.2.2. PRE-AWARDS

a. Proposal

- ⇒ Seamless proposal creation with data taken directly from a chosen Opportunity
- ⇒ Support of subprojects for multiple inter-departmental collaborations
- ⇒ Support for multiple funders per project
- ⇒ Effortless Record Duplication: Minimize Data double-entry effort
- ⇒ Record External Partners or in-kind contribution

b. Costing and Pricing

- ⇒ Supports multiple cost models (fEC/TRAC, Horizon etc)
- ⇒ Flexible Costing Engine Capable of incorporating future TRAC changes with ease.
- ⇒ Cost-to-funding comparisons
- ⇒ HR Integration for staff costing for accurate staff costing.
- ⇒ Multiple costing versions to explore different options.
- ⇒ Funding rules that can be configured for your needs.
- ⇒ Configurable costing to incorporate your institution-relevant rates.

c. Intelligent Workflow Management

- ⇒ Configuration of your institution's workflow needs.
- ⇒ Ability to insert extra steps per proposal (peer review etc.)
- ⇒ Full visibility of the approval process including configurable alerts for outstanding items

d. Printing and Submission

- ⇒ Print Proposal report based on Institution specific template.
- ⇒ Funder-specific Submission Reports for funder portals
- ⇒ FEC report for cost and funding comparison
- ⇒ Multi-currency support in report printing

e. Document Storage

- ⇒ Attach documents at any stage of the process
- ⇒ Associate and store key documents associated with the project and workflow stages in a logical and structured manner
- ⇒ Supports all type of file formats

2.3. POST-AWARDS

- ⇒ Capture Multiple projects and awards
- ⇒ Adjust Costing based on actual Award values received from the Funder
- ⇒ Approval workflow for Award & Research Project setup
- ⇒ Seamless Integration with ERP / Finance System to transfer Award data & Reporting
- ⇒ Award vs Estimate vs Expenditure report
- ⇒ Staff time allocation report (by project)
- ⇒ Staff Utilisation report (by project)
- ⇒ Equipment / Facility Usage report
- ⇒ Staff Project Roles (by Faculty or Dept)
- ⇒ Fully customisable dynamic reports as per customers' requirements
- ⇒ Ability to export to PowerBi or other external reporting applications

Post-Awards reports and tools to be included in the platform by the end of Q3 2024.

- ⇒ Day-to-day transactions recording report
- ⇒ Billing and contracts reporting
- ⇒ Estimation and forecasting for Project spend
- ⇒ Planning and task management
- ⇒ Project Milestone Reporting

2.4. ETHICS

- ⇒ Independent or Project based ethical process.
- ⇒ Capture response from Individual or as a Collaboration
- ⇒ Dynamic forms capability for generation of customisable forms
- ⇒ Assign risk scores to responses.

2.5. PROFILES

- ⇒ Recording of personal profile (qualifications, biography, research interests and areas, ORCID, etc.)
- ⇒ Integration features to support showcasing via your website, to foster collaboration.
- ⇒ Automatic linking of each researcher to their Profile from your CRIS System
 - Awards
 - Contracts
 - Outputs
 - Impact case studies

2.6. REPORTING

- ⇒ Flexible and dynamic user-defined data search and reporting facilities built into the system, with content exportable in Excel, PDF, CSV and XML formats.
- ⇒ Ability to create user defined templates in Microsoft Word format to present data in your desired style.
- ⇒ Regular SQL data extract available for use by your Business Intelligence solution
- ⇒ Ability to create user defined Info-lets and charts based on reports
- ⇒ Generate automated (scheduled) and manual reports effortlessly, ensuring you stay up to date with the latest information.

2.7. CONTRACTS

- ⇒ Comprehensive contract management system that captures and stores contracts of various types, including parties involved, associated documents, and related notes.
- ⇒ Contract assessment checklist to gather essential information during contract initiation.
- ⇒ Contract development process streamlined through workflow management.
- ⇒ Automated generation of external documents utilizing templates and contract metadata.
- ⇒ Integration with Digital signature software for E.g. Docu-Sign

3. TRAINING CAPABILITIES

Our approach to user training adheres to a blended methodology that ensures that all users are targeted with the most appropriate content in several different ways. This approach fully equips an organisation for a successful product rollout within the context of a wider communication program to detail the system change and the overall strategic direction of the business.

Training will be provided prior to using GrantsNow and to allow time for staff to ask questions. As part of the roadmap the following will be in place:

- ⇒ Train the trainer material
- ⇒ Face to face training during implementation stage.
- ⇒ Follow up remote video training provided live by the trainers
- ⇒ Help buttons and user help guides throughout the platform
- ⇒ A rolling programme of training for any substantial new updates
- ⇒ Video demonstrations on every function of the product

4. SUPPORT MODEL

GrantsNow follows an ITIL approach that falls into 3 key pillars:

- ⇒ Level 1: The service desk (a single point of contact for end users) – this is usually provided by the client
- ⇒ Level 2: Technical & Functional Experts (Configuration, reports, integrations)
- ⇒ Applications & IT Ops team – delivering enhanced functionality and product releases.

Support Level	Roles and Responsibilities	
	Buyer	Fusion Practices
Level 1	Client to operate a focused Level 1 support layer (comprised of a skilled-up help desk team) To start with this includes identifying the tickets, severity levels, priorities - Password Resets, New account/user, Access requests etc	GrantsNow will work with your team to resolve the issues. The focus is to develop and enhance the knowledge database with the key focus of “Shift Left” – making buyer self-sufficient in resolving level 1 incidents/tickets GrantsNow will also undertake level 1 incidents in scenarios like unforeseen bandwidth issues resulting from the your staff unavailability during holidays etc.
Level 2	Categorising the tickets, assigning them to the queue on a timely basis	Functional and technical application support team to monitor the tickets assigned to the queue and work based on the priority/severity assigned.
Level 3	Work alongside GrantsNow	Coordinate with our Product development team to manage the schedules for test environments (P2T), Bug fixes, enhancements and other product related issues.

Support team will cover the following UK hours.

Core Hours: 0900 - 1700 - Monday – Friday inclusive

A dedicated helpline that includes telephone, email, and a portal to log tickets will be provided to your help desk and users for effective and faster communication. GrantsNow support will be an integrated support model that will focus on enhancing your team with the application knowledge, taking ownership for resolving issues and at the same time working together as one team.

4.1. BACKUP, RESTORE AND DISASTER RECOVERY OPTIONS

GrantsNow is a database application built on the Oracle Autonomous Database. Oracle’s Autonomous Database automatically backs up our database. We can restore and recover our database to any point-in-time in this retention period so that client’s data remains safe. Oracle uses physical destruction and logical data erasure processes so that data doesn’t persist in decommissioned hardware. Oracle’s Media Sanitation and Disposal policy defines

requirements for removal of information from electronic storage media (sanitization) and disposal of information which is no longer required to protect against unauthorized retrieval and reconstruction of confidential data. Electronic storage media include laptops, hard drives, storage devices, and removable media such as tape.

GrantsNow is a database application that is hosted on the Oracle Cloud Platform as a Service (PaaS). Oracle provides High performance and availability above 99.95%

- ⇒ High performance: Delivers 80% lower latency and more than 5X throughput than other cloud providers by utilizing database-optimized hardware, automated tuning, and indexing.
- ⇒ Always online: Provides more than 99.95% availability using a combination of Oracle's Gen 2 Cloud Infrastructure, Oracle RAC, Autonomous Data Guard, and daily automatic backups.
- ⇒ Protection from human error: Oracle Flashback, provided with Autonomous Transaction Processing, instantly rewinds accidental changes to application schemas, protecting users from human errors. It supports recovery at all levels including row, transaction, and table—and across the entire database.

In the unlikely event of the Oracle not being available, we have tested the application to be run from on an AWS. This would take minimal effort from our team to restart the services in AWS as opposed to Oracle.

5. ON-BOARDING AND OFF-BOARDING SUPPORT

Following steps are considered by Fusion Practices while on-boarding new client for successful cloud transformation journey:

- ⇒ From our experiences we understand that the first month post Go-live is very critical. Introducing new processes, new product will call for a lot more queries from the end users. During the Hypercare/warranty stage, we will retain some of the implementation team at no extra cost to buyer to help adopt new system.
- ⇒ Further during Hypercare period, some of the project delivery team members will transition into support team, with project roles being backfilled. All Project documents such as configuration workbook, technical specification etc. will be duly updated in the newly created knowledge repository folder structure Fusion Practices focuses on the delivery and support of service, and value to the business, users, and customers.
- ⇒ Training would be conducted for seamless cloud transition. Here we would leverage our training expertise and provide knowledge transfer sessions to key users.

6. BUSINESS CONTINUITY

We deploy GrantsNow on the Oracle Cloud Services, which is a resilient computing infrastructure designed to maintain service availability and continuity in the case of an incident affecting the services.

Data centres retained to host Oracle Cloud Services have component and power redundancy with backup generators in place, and Oracle may incorporate redundancy in one or more layers, including network infrastructure, program servers, database servers, and/or storage. We periodically make backups of any production data in the Oracle Cloud Services for minimising data loss in the event of an incident.

Backups are stored at the primary site used to provide the Oracle Cloud Services and may also be stored at an alternate location for retention purposes. A backup is typically retained online or offline for a period of at least 60 days after the date that the backup is made.

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