

Partners with

ORACLE

Microsoft



FUSION
PRACTICES

**Service definition
Document**

Submitted by:

Fusion Practices Limited

Company registration number: 07103004

Address: 24 St. John Street, London EC1M 4AY

fusionpractices.com

Date: 30th Jan 2026



01	ABOUT FUSION PRACTICES	➤
02	OUR SERVICE OFFERINGS	➤
03	GOVERNANCE STRUCTURE	➤
04	IMPLEMENTATION METHODOLOGY & SUPPORT MODEL	➤
05	VALUE ADDITION & ACCELERATORS	➤
06	SECURITY STANDARDS	➤
07	ORGANISATIONAL EXCELLENCE FRAMEWORK	➤
08	DISASTER RECOVERY AND RESILIENCE PROCESS	➤
09	GrantsNow – PRE-AWARDS SYSTEM	➤
10	MICROSOFT AZURE (DATA HUB) SERVICES	➤

- › **Established in 2009**, medium sized, with ability to make rapid management and cost or investment decisions
- › **16 years of experience** in supporting Oracle enterprise systems & building Oracle Cloud Products
- › Extensive experience delivering solutions across public and private sectors globally, with a strong UK presence.
- › Proven track record in industries including manufacturing, finance, education, healthcare, and engineering.
- › Deep understanding of UK local government procedures and statutory reporting requirements.
- › We have a highly experienced global team of Oracle & Azure certified consultants, delivering high-quality Oracle Cloud services since the very first release of Oracle Cloud ERP
- › Experience in Oracle Financials, HCM, PPM, CX, SCM, PaaS and IaaS solution.
- › We have framed blueprint solution like custom solutions for Making Tax Digital (MTD), Agile4Fusion methodology, CloudTestMate and CloudDMate.
- › Our consultants are cross-trained to work across different roles, increasing flexibility in cases of increased workload or staff absences. Training is delivered via Apps2Fusion, our sister company and a recognised trailblazer in the Oracle space.

Our Recent Engagements











PARTIAL CLIENT LIST













**Suzy Collins**

Head of Technical Platforms

Pension Services Corporation (Over £60billion Assets under management)

Huge step forward for Pension Services Corporation with a leading-edge Oracle SAAS ERP and HCM platform and Azure services to support our continued growth and efficiency goals. Also, a very successful partnership with Fusion Practices to provide Support & Testing as a Service

**Sarah Jeans**

Payroll Manager

Vale Glamorgan Council (One of the key members of UK Oracle Payroll Group)

We are more than happy with the whole team we work with in Fusion Practices, we are already reaping the benefits of our partnership. The team are all extremely diligent in their work and resolve any issues quickly with attention to detail, they bring in enhancements so smoothly and confidently and are a knowledgeable and professional team. Both HCM Payroll and Finance are extremely happy with the support provided and the working relationship we have with Fusion Practices.

**Paul Simmonds**

Head of Oracle Cloud ERP Platform

London Borough of Waltham Forest (Large London Council)

Fusion Practices team have worked closely with our business team and their SME's have been on the point across ERP and HR platforms

**Richard Howells**

Head of Technology

London Imperial College

We have chosen Fusion Practices as our partner for the technology workstream. They will help us improve our overall IT estate and reduce technical debt, facilitating our move to Oracle Cloud and Azure. They offer quality, flexibility and are easy to work with.

**Alistair Roberts**

Chief Technology Officer

Pension Services Corporation (Over £60billion Assets under mgmt.)

Fusion Practices, our trusted IT partners, have supported our initial journey and delivered the Azure data platform & Oracle Cloud ERP. They now provide managed support for these platforms and have assisted in clearing technical debt from the old ERP systems.

**Emma Downie**

Head of HR & Payroll

Bromley Council - One of the largest South London Local Authority

Fusion Practices have come in and resolved all the critical issues that were long pending and made us compliant to legislative requirements. Working with Fusion Practices is easy, and the payroll hotline service to directly connect with Oracle Payroll SME is has been extremely useful

**Sonal Patel**

Programme Director

City University of London

Fusion Practices helped us with Oracle ERP Cloud readiness and worked with our finance and HR stakeholders helping define strategy for chart of accounts, reporting, grants management, integrations and data migration.

**Takdees Sheikh**

Head of Finance – IT Director

MUFG Bank (Fourth largest global bank – over \$3 Trillion in assets)

Fusion Practices are a team of professional that have helped us with Global Oracle Cloud ERP rollout for MUFG securities moving from EBS and implemented cloud data integration platform

OUR AWARDS AND ACCOLADES

 GrantsNow

Fusion Practices’ SAAS tool built to streamline grants requests & costing, the cross-charging process and is integrated with Oracle SaaS ERP & HCM.

 ERP Extensions

- ✓ Making tax digital solution
- ✓ Construction industry supplier (CIS) solution
- ✓ Customer creation and approval
- ✓ Invoice request decentralisation

Development Team of the Year

- Discover Financial Services
- Dominos UK and Ireland
- Fusion Practices
- St. James’s Place



IT Vendor of the Year

- Fusion Practices
- MaxContact
- The Access Group

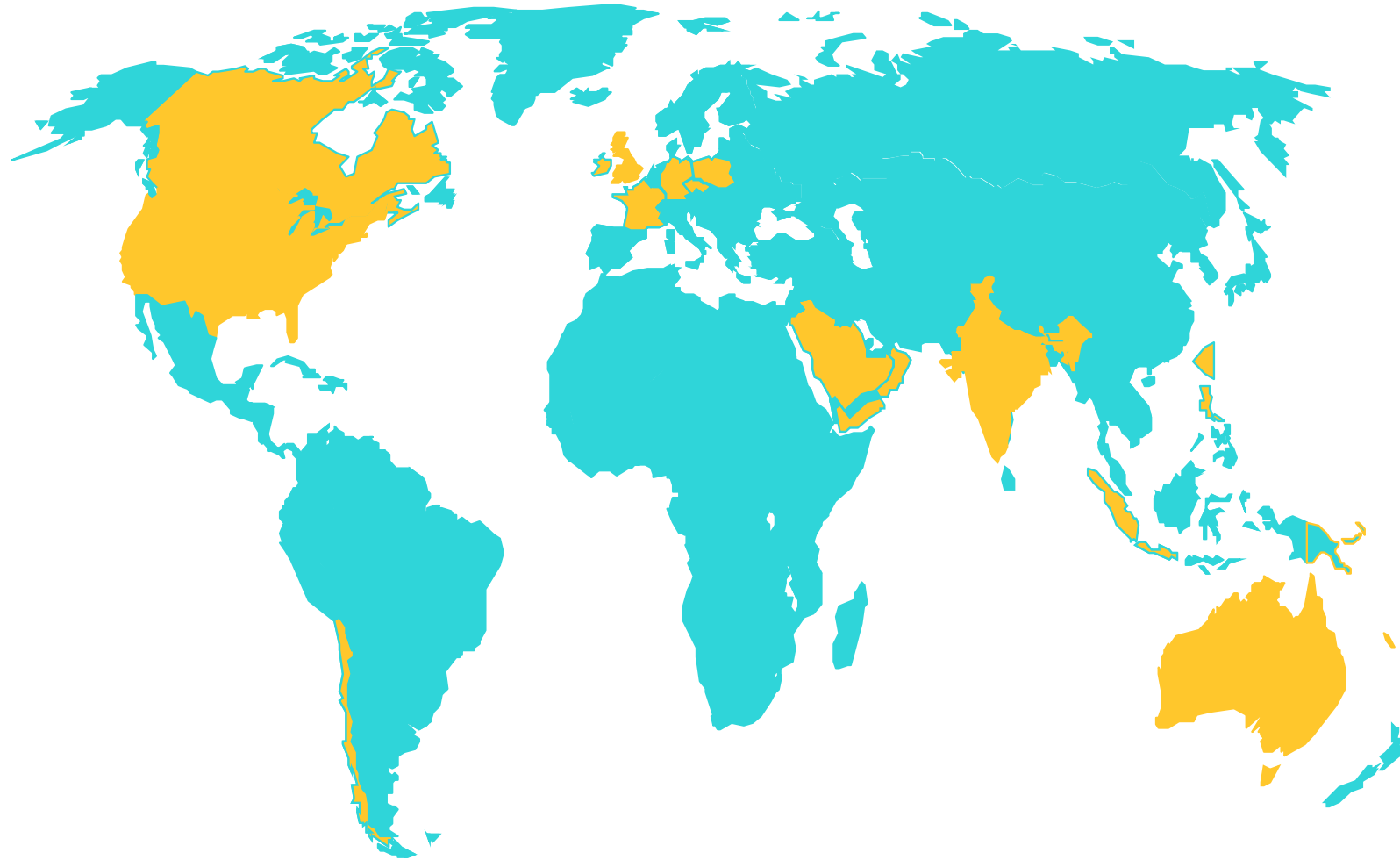


Won **UK innovation of the year** award for our product GrantsNow – ERP Today, event

Finalist at British Computing Society (BCS) for “**Development Team of the Year**”

Our staff won **Employee of the Year** Award – ERP Today, event

Finalist at British Computing Society (BCS) for “**IT Vendor of the Year**”



- United Kingdom
- United States
- Canada
- Netherlands
- France
- Italy
- Germany
- India
- UAE
- Qatar
- Saudi Arabia
- Australia
- Singapore
- Hong Kong
- Japan
- Chile

OUR OFFERINGS



IT Advisory

- ✓ IT Impact Assessment of Accounting Standards
- ✓ Finance Architecture & Delivery
- ✓ Cloud Transition Journey
- ✓ Cloud Data Hub delivery
- ✓ Month End Process Automation
- ✓ Data Archival Strategy



Implementation Services

- ✓ Oracle Cloud implementations
- ✓ Oracle EPM implementations
- ✓ Integration & Warehouse
- ✓ Implementation accelerators
- ✓ Global delivery



Managed Service

- ✓ Incident based or fixed fee
- ✓ Problem management
- ✓ Global coverage, follow the sun
- ✓ Service transition
- ✓ Continuous improvements & automations



Continuous Improvement

- ✓ Improve automations
- ✓ Improve performance
- ✓ Regular upgrades & enhancements
- ✓ Manage communications
- ✓ End to end process support



Solution Accelerators

- ✓ Proven Oracle data platform architecture
- ✓ Actuarial analytics platform
- ✓ Proven Oracle ERP methodology
- ✓ Finance reporting automations
- ✓ EBS archival to lake & reporting
- ✓ Contractor accruals automation



Automated Testing

- ✓ Fusion regression testing completed within hours
- ✓ Performance trend of key business processes
- ✓ Testing failure analysis
- ✓ Tailored test scripts



Global Delivery Model



Global Client Base



Industry Focused

Applications

Oracle ERP, EPM & HCM suite

Analytics

Oracle Analytics Cloud, Azure BI

Technology

Oracle PAAS, Azure Data Platform, BPM, MDM, Scheduling & Orchestrations

Financials

- General Ledger
- Accounts Payable
- Accounts Receivables
- Cash Management
- Fixed Assets
- Expenses
- Fusion Tax

Procurement

- Self Service Procurement
- Purchasing
- Sourcing
- Supplier Portal
- Supplied qualification management
- Contract management

Projects

- Projects Billing
- Projects Control
- Project Costing
- Project Contracts
- Project Management

Local Authority/Council Solution

- Oracle Cloud ERP Solution

Core HCM

- Core HCM
- Absence Management
- Benefits

Payroll

- Public sector payroll
- Pension scheme
- MCR

Talent Acquisition

- Recruitment
- Onboarding

Learning Management

- Learn

Talent

- Goal Management
- Performance Management
- Talent Review and succession planning

Local Authority/Council Solution

- Oracle Cloud HR & Payroll Solution

Planning and Budgeting Cloud Services (PBCS)

- Workforce planning
- Pay budgeting
- Capital planning
- Revenue planning
- Budget Monitoring
- Integration with GL and HR

Enterprise Portfolio Management

- Financial Consolidation and Close
- Narrative reporting
- Accounts Reconciliation Cloud

Local Authority/Council Solution

- Planning, budgeting and forecasting Solution

Supply Chain Planning

- Supply Chain Planning
- Demand Management
- Supply Planning
- Sales and Operations Planning
- Supply Chain Collaboration

Inventory Management

- Materials Management
- Cost Management
- Financial and Supply Chain Orchestration

Oracle PaaS

- Oracle Integration Cloud (OICS)
- Visual basic cloud (VBCS)
- Analytics cloud (OACS)
- Database (DBCS)



Operating Manual/Guides

- › Comprehensive written manual detailing step-by-step instructions, best practices, and tips for using the application.
- › Useful for Service Administrators to make application-level changes w.r.t adding, removing, modifying member details, security settings.
- › Useful for Business Users to understand how to input and view data



Configuration Workbooks

- › Complete repository with details about Dimension structure with detailing of Account, Entity, Currency and all other dimensions
- › Information about Data Integration – sources, mappings, data load rules formats, locations, automation.
- › Record on Consolidation and Custom Rules, Journal templates



Presentation Slides

- › Slide decks covering key concepts, features, and workflows within Oracle Cloud applications to provide System Overview and its information about artifacts such as:
 - Data Sources
 - Dimensions
 - Ownership Structures
 - Approval Flows
 - Balance Sheet, PL and other forms



Continuous learning

- › Information about the latest Oracle Patch Updates and new features
- › Providing Knowledge Articles about additional business scenarios and ways to incorporate them in Oracle Cloud application

Experience

- We are the first organisation to offer Oracle Fusion Cloud training outside of Oracle University
- We bring our experience and best practices for Oracle Cloud ERP trainings

Our credibility

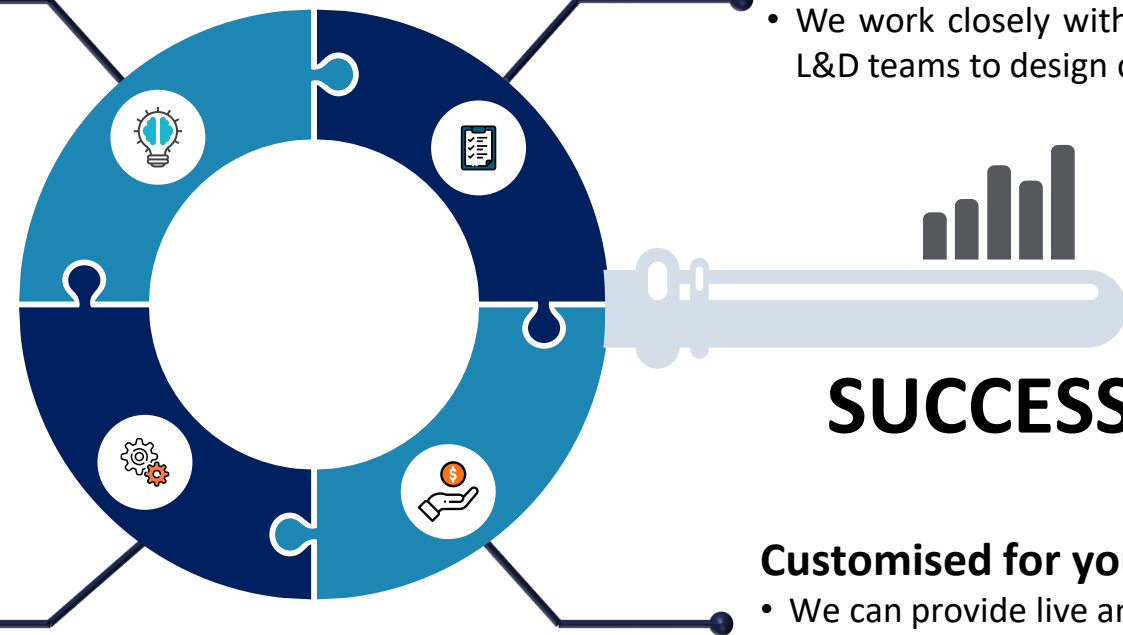
- Our YouTube Channel for apps2fusion has over a million views
- We have delivered trainings across Oracle Financials and HCM on cloud

Approach

- Our expertise allows us to design assessment of their learning post training exercise
- We work closely with change management and L&D teams to design courses for wider adoption

Customised for you

- We can provide live and self paced trainings
- Our expertise of building interactive E-Learning packages on Oracle Self Service using client business processes



GOVERNANCE STRUCTURE



Fusion Practices' approach is underpinned by Oracle Unified Method (OUM), Fusion Design Patterns, and Oracle Cloud Adoption Framework. Our consultants follow Oracle-recommended processes for design, testing, data migration, and support.



Our engagement governance aligns with ITIL and Oracle programme governance principles

Fusion Practices

- › Oracle ERP, HR & Payroll
Cloud delivery experts
- › Business change
consultants
- › Implementation
methodology
- › Project management
- › Design authority

Client

- › Business knowledge
- › Legacy data
- › Decision making
- › Change strategy
- › Dedicated project
resources
- › Design authority

Oracle

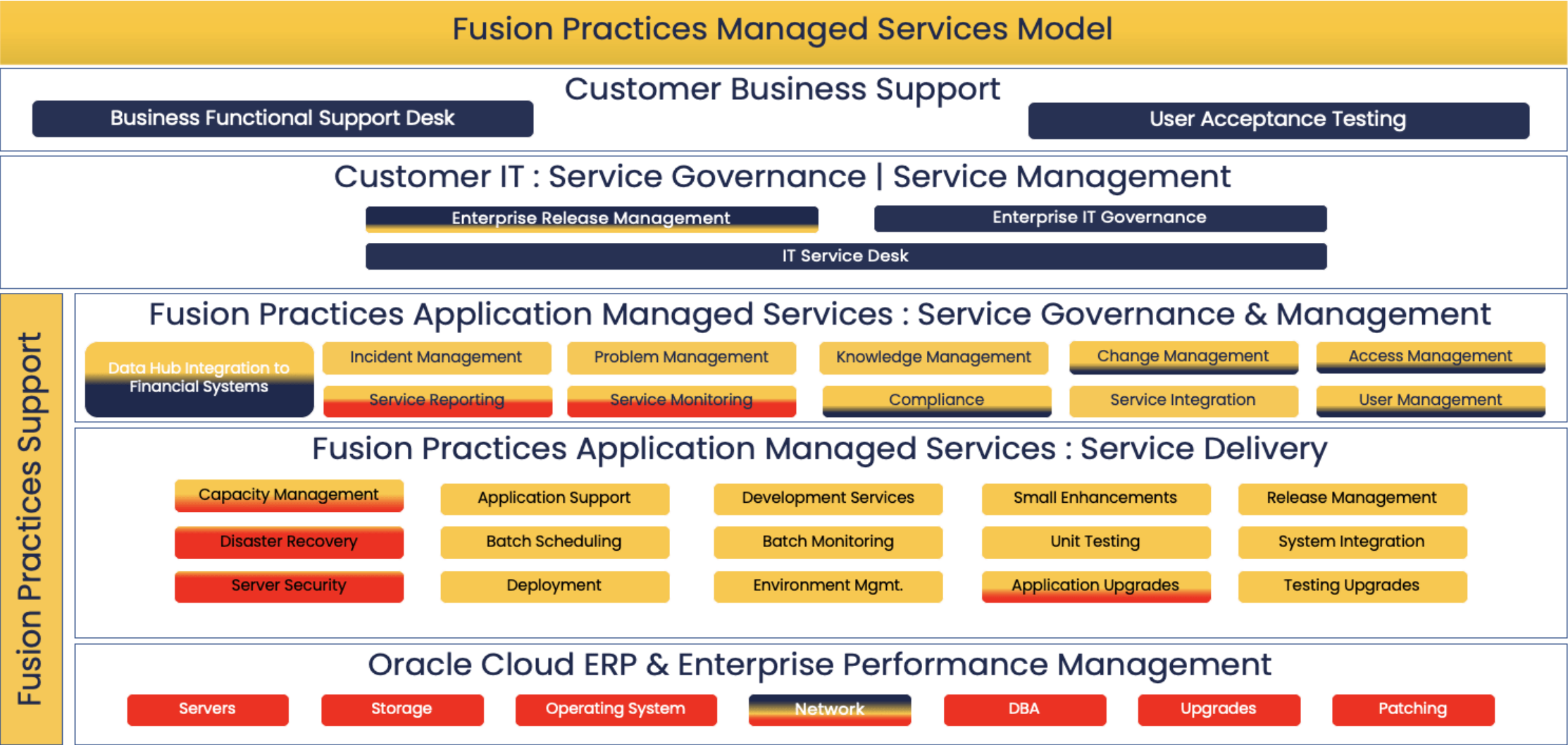
- › Oracle Cloud License
- › Scalable technology
- › Service excellence
- › Continuous innovation
- › Customer success team
- › Product Support

Weekly call to ensure alignment across all the stakeholders

AGILE4FUSION IMPLEMENTATION METHODOLOGY

Built upon Oracle Cloud's modern best practices

	PLANNING & DISCOVERY		DESIGN & BUILD		VALIDATE / TEST		DEPLOY	BEYOND
ACTIVITY	Discovery	Solution Demo	First Iteration Product Demo 1	Final Iteration Product Demo 2	System Integration testing	User acceptance testing	Deployment readiness	Hyper care
DESCRIPTI ON	Workshop to understand requirements and configuration options	- Core Foundation elements workshops - Out-of-the-box processes presented as they come (Product Demo 0)	Presentation of 1 st Iteration of configured processes with some client’s Data	Presenting the system and processes that will be created for Production	Tests to check all parts work together as intended	Users test the system to check it works as expected	Prepare to release the system for go- live	Post Implementation Support and continuous improvement
WHO’S INVOLVED FROM CLIENT?	Process owners and SMEs	Process owners and SMEs	Process owners and SMEs	Process owners and SMEs	Process owners and SMEs	Process owners and SMEs	Everyone (Including the end users)	
	Project team	Project team	Project team	Project team	Project team	Project team		
				Super Users	Super Users			
OUTPUTS	Fundamental decisions made about what needs to included	Agree how processes need to be configured for the client’s requirements	- Any required changes and made - Gap fitment requiring design authority approval	Confirmation of proposed system to be built	Confirm that all is working well from a system perspective	UAT feedback and confirm the system is ready to go-live	Implementation is complete and kick-off Hyper care	



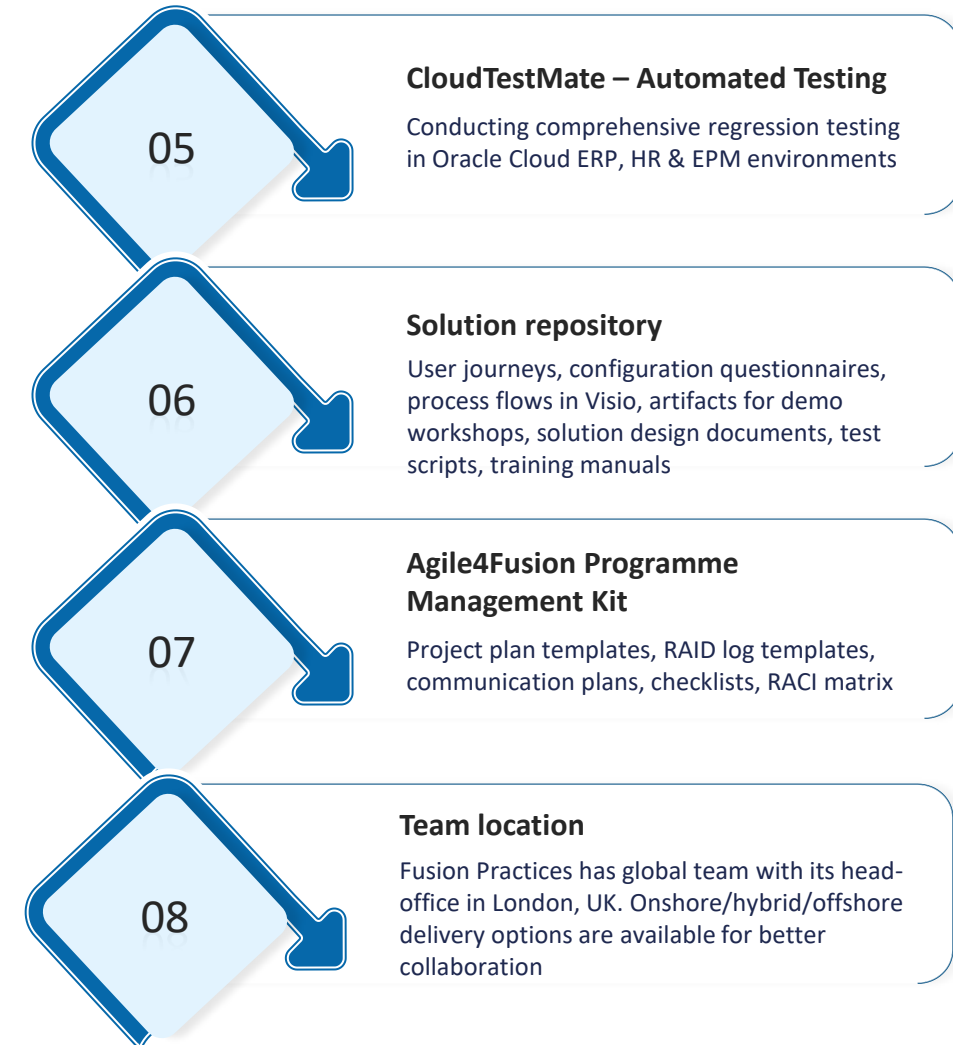
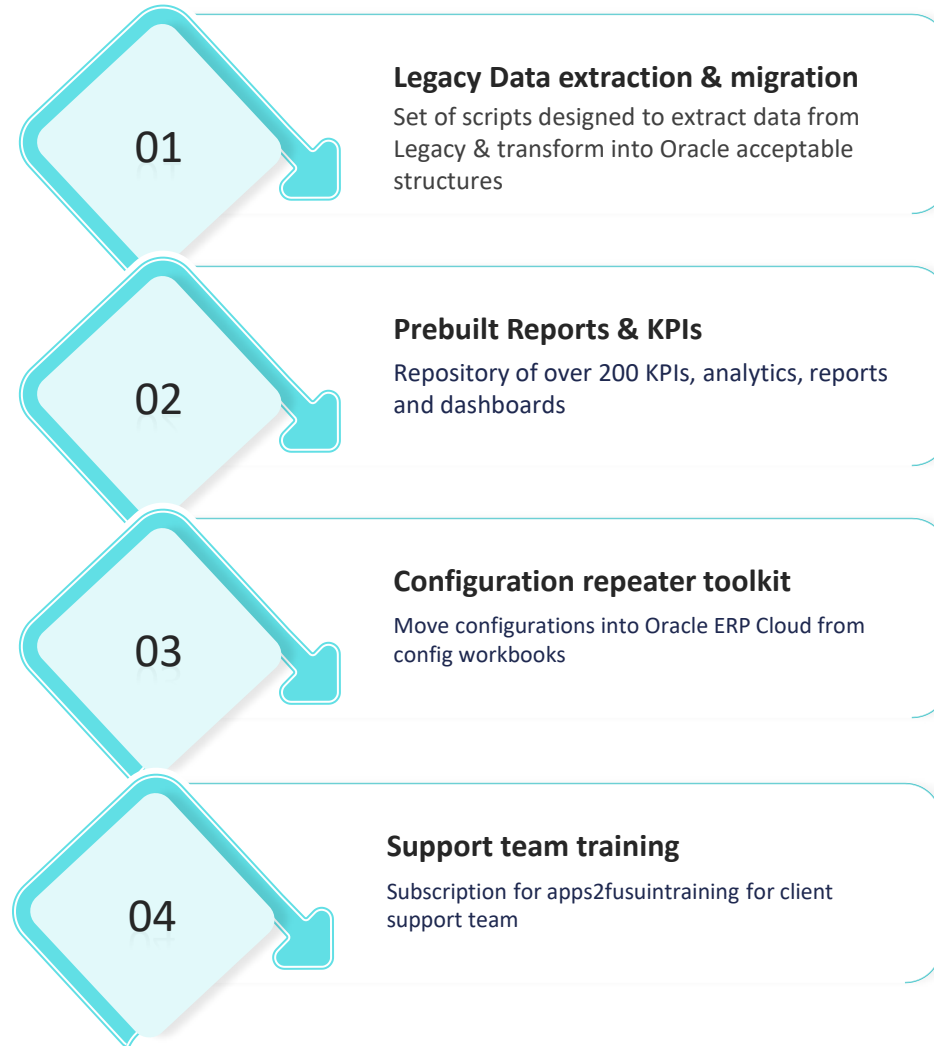
Customer

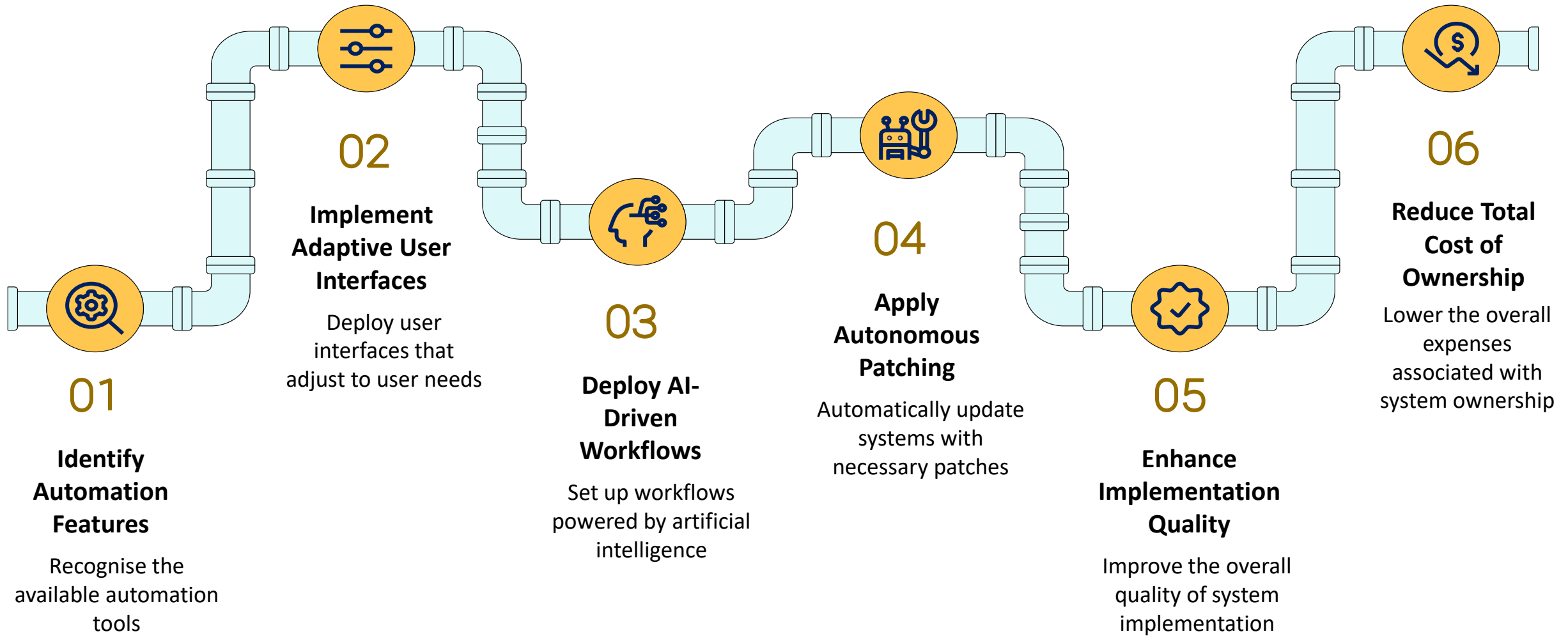


FUSION
PRACTICES



ORACLE







Making tax digital (MTD) solution: To submit VAT returns as per HMRC MTD guidelines



Construction industry scheme (CIS): Supplier verification with HMRC and online return submission



Contract Finder/Find-a-tender integration: Integration to publish tenders to invite suppliers.



Direct Debit solution: End to end automation including registration of the mandate until payment processing



Decentralised customer creation form: Simplified customer creation form for departments resulting in licence cost saving



Invoice request form: Invoice request form for departments



Smart Form - one-time payment: One-time payment request form with approvals



Smart Form - project expenses: Project expense booking integrating with Payables for non-procurement expenses



Decentralised journal request form: Journal request form for departments resulting in licence cost optimisation



Quick UI Platform (SaaS): Dynamic forms for ad-hoc data capture for Oracle ERP Cloud



Finova

Have conversations with your HCM and ERP using chatbots reducing 70% queries coming into HR helpdesk



CloudTestMate

Automated testing



Contract finder and Find a Tender

Publish to contract finder portal



Cloud Data & Config Migrator

Data migration framework and moving configuration through automated processes



GrantsNow

Grants funding proposal costing and contract management



Devops pipeline

Pipeline that embeds test automation during deployment



Test Data

Test data captured in Excel spreadsheet. No hardcoding in test scripts



Test Evidences

Captures screenshots as part of test execution



Data Security

Verify data security policies and custom roles



Performance

Performance trend of key business processes



Complement UAT and Rollouts

CloudTestMate can be used to regression test rollouts to other geographies or additional modules



CloudTestMate



TIMELINES

Quarterly testing completed in hours as opposed days and weeks



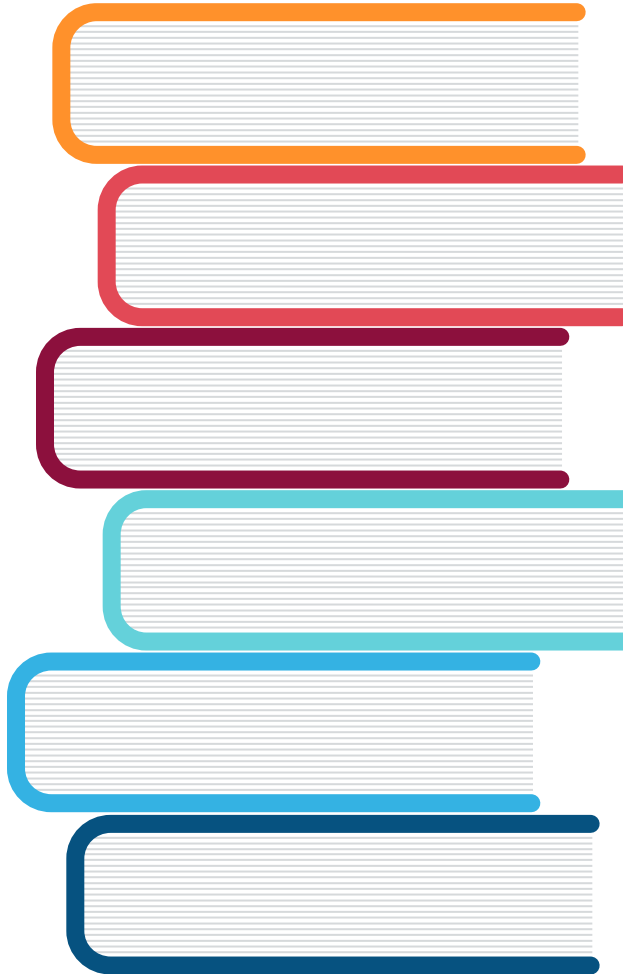
LIBRARY

Our libraries of automated test scripts giving you a jump start



REPORTING

Business & IT focused packs produced to explain the findings



NEW FEATURES

Continuous alignment between test scripts and new cloud features



ANALYSIS

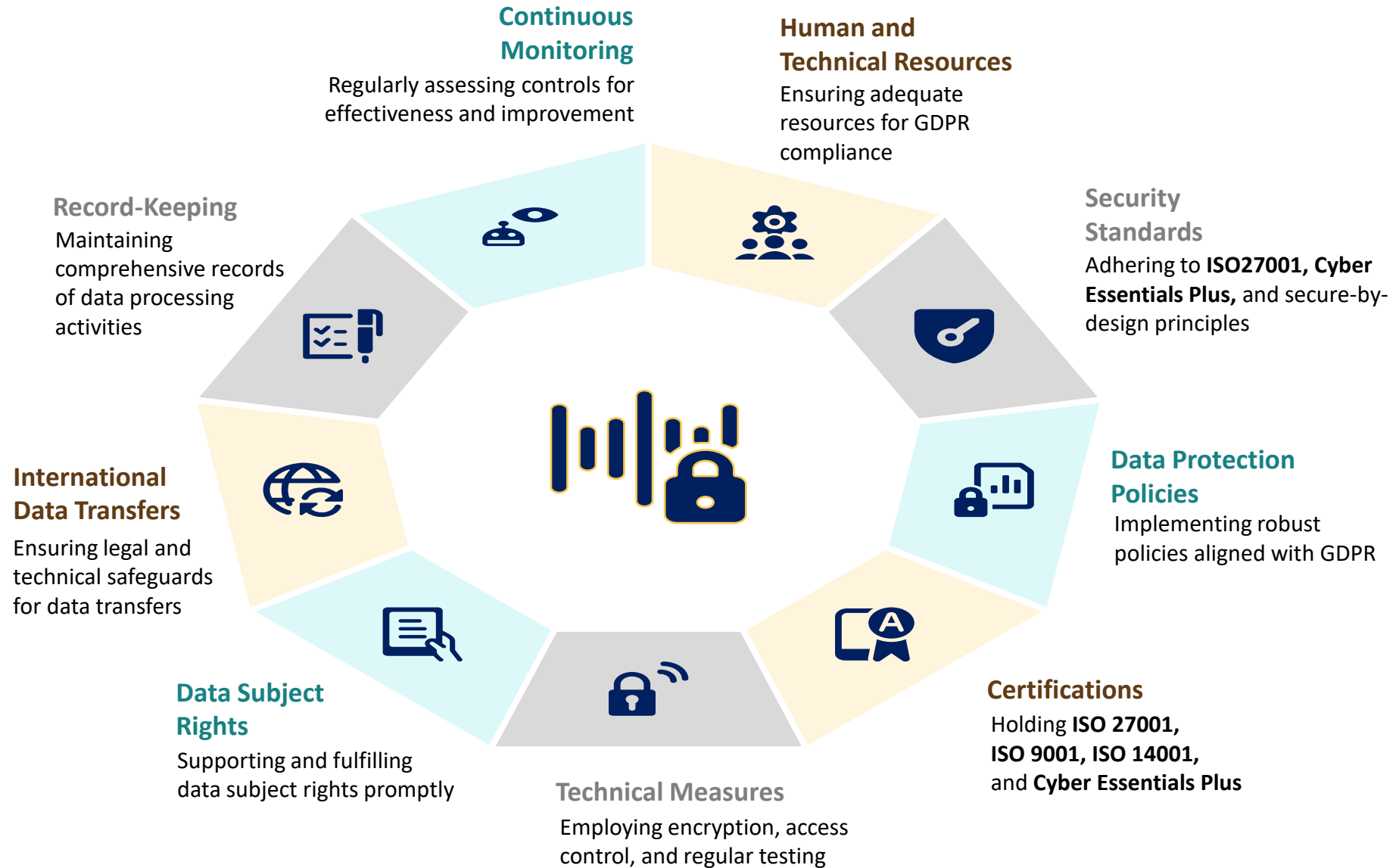
Root cause analysis & remedial advisory bundled within this service

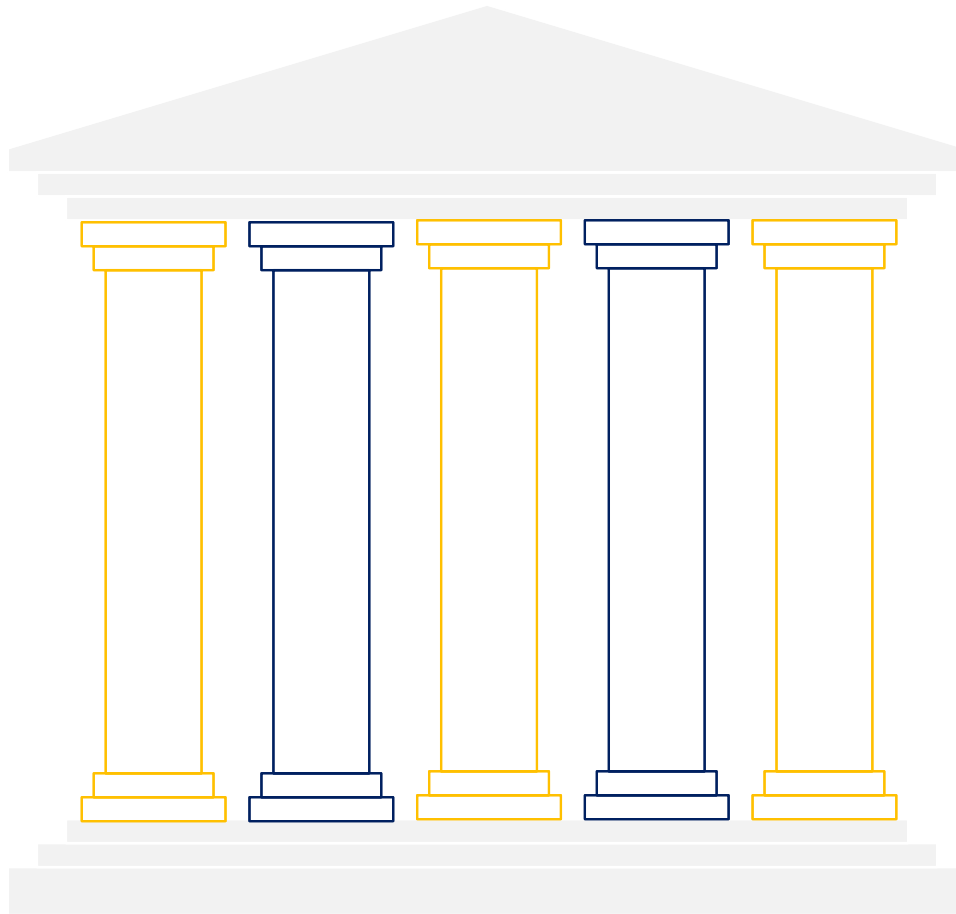


RESOURCES

Frees up your resources from these routine testing activities







Information Security

We are certified with ISO 27001 which focuses on protecting sensitive data and systems from unauthorised access.



Environmental Management

We are certified with **ISO 14001** which ensures sustainable practices and compliance with environmental regulations.



Quality Management

We are certified with **ISO 9001** to maintain high standards in processes and products to meet customer expectations.



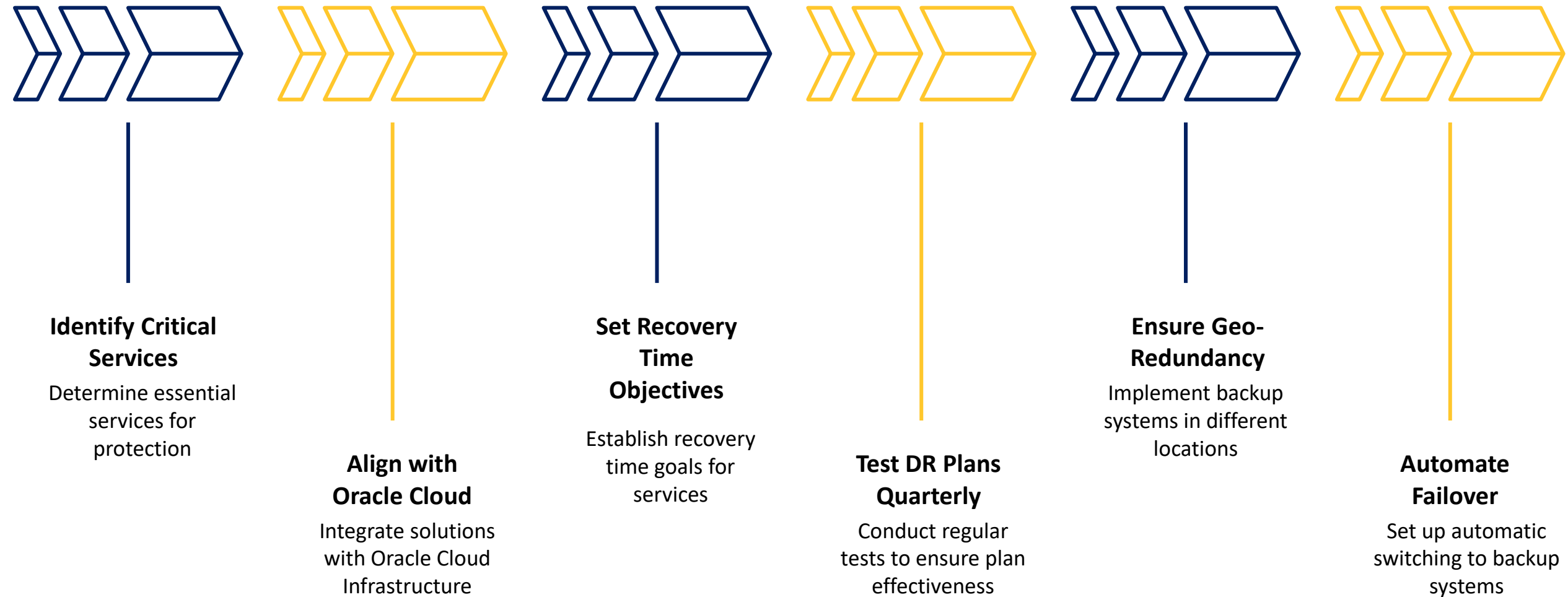
Cybersecurity

We are certified with **Cuber essentials Plus** which protects against cyber threats and ensures data integrity.



Data Protection

We adhere to regulations like **GDPR** to safeguard personal data.



GrantsNow simplifies the entire Pre-Awards Management, with all your processes, approvals, hierarchies and data held in a single Cloud system.
This removes manual processing time & effort, significantly reduces costs & ensures data accuracy for reporting and audit purposes

The outcome is you can submit more Grant bids, to gain Funding awards & revenue from a wider number of Funders.

Finding Funding Opportunities

Fully configurable
Dashboard

Costing Engine
& Approval workflows

Full Reporting Suite

1

2

3

4



Opportunity Scanning:
Scanning of funder opportunities pages and auto creation of a proposal

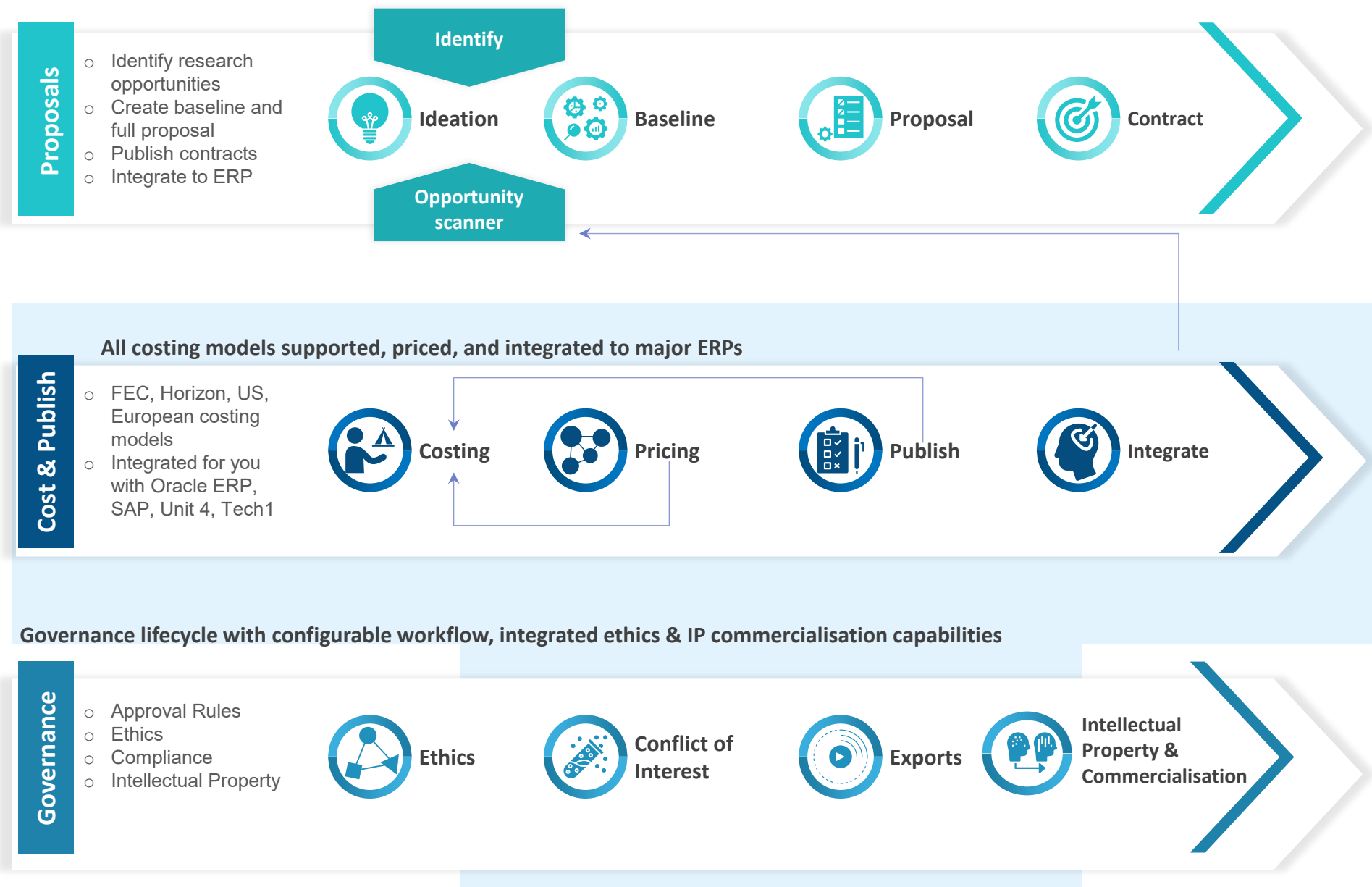
User Tasks & Reporting:
Personalised view of proposals, statuses, messages, approaching deadlines, KPI's etc.

Proposal Creation:
Proposal details, budget modelling, pricing, supporting documentation, approvals and status history

Operational Analytics:
Extensive reporting suite for all KPIs by Dept, Funder, Faculty, research area etc.

I
N
T
E
G
R
A
T
I
O
N

TO
YOUR
ERP



Microsoft Azure (Data Hub)

Oracle and Microsoft have announced an enhanced cloud collaboration, enabling their customers to migrate to the cloud or build new applications leveraging the best of Oracle Cloud and Microsoft Azure with seamless interoperability.

FPL Edge

Fusion Practices is both a Microsoft and an Oracle Partner.

This enables us to offer solutions that seamlessly blend Microsoft Azure and the latest Oracle Cloud ERP.

Learning Videos

UK Local Authority Oracle Cloud ERP

Azure Data Platform & Integrations

Actuarial Analytics Platform

Fusion Integration Platform

Finance Data Warehouse

Power Bi and Analytics

Azure Devops

Thank You



Global Offices:

London **(UK)** • Dubai **(UAE)** • Washington **(USA)** • Delaware **(USA)** • Mumbai **(India)** • Chennai **(India)**

Contact details:  +44-207-101-9621  +1-425-658-4835

Contact Person: Anil Passi - CEO

📞 +44 79688 75963 ✉ anil.passi@fusionpractices.com