



Service Definition – Fusion Integration Platform

1. Overview of the Service

Fusion is a secure, cloud-based integration platform designed to connect, orchestrate, and automate data flows between third-party systems and North27 products. Fusion enables reliable data exchange, transformation, scheduling, and monitoring across multiple environments, supporting APIs, file-based transfers, and event-driven integrations.

Fusion is designed to support scalable integration use cases including system synchronisation, data enrichment, reporting feeds, and operational automation.

2. Data Backup and Recovery

Fusion operates on a resilient cloud infrastructure with automated backups, redundancy, and disaster recovery controls. Configuration data, integration logs, and metadata are backed up regularly to ensure service continuity and recoverability.

3. Onboarding and Offboarding Support

North27 provides onboarding support including integration design guidance, environment setup, credentials configuration, and testing support. Offboarding includes secure decommissioning of integrations, credential revocation, and data export where applicable.

4. Service Constraints

Fusion integrations are subject to third-party system availability, API limits, authentication constraints, and data quality of source systems. Custom integrations are supported within agreed scopes and may be subject to additional commercial terms.

5. Service Levels

Performance: Designed for high-volume, asynchronous and near-real-time integrations.



Availability: 99.9% uptime target excluding planned maintenance windows.

Support Hours: Core support available 08:00–17:00 Monday to Friday (UK business days), with escalation for critical integration failures.

6. After-Sales Support

After-sales support includes access to the North27 helpdesk, issue escalation procedures, periodic service reviews, and integration optimisation recommendations.

7. Technical Requirements

Fusion is cloud-native and accessed via secure web interfaces and APIs. No on-premise infrastructure is required. Customers must ensure third-party systems provide supported integration mechanisms (API, SFTP, webhooks, or file exchange).

8. Outage and Maintenance Management

Outages: Proactive monitoring and alerting are in place to detect integration failures.

Maintenance: Planned maintenance is scheduled outside of core business hours wherever possible and communicated in advance.

9. Hosting Options and Locations

Fusion is hosted in GDPR-compliant Tier 1 data centres within the UK and EU, ensuring compliance with UK data protection regulations.

10. Access to Data Upon Exit

Upon contract termination, customers may request export of integration configurations and logs (where applicable). Secure data deletion procedures are followed after offboarding.

11. Security

Data Security: Encryption in transit and at rest, role-based access control, secure credential storage, and audit logging.



Compliance: Designed in line with GDPR principles and subject to regular security reviews.

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