



FundingConnect

Service Definition Document

G-Cloud 15



Funding Connect

Overview

Funding Connect is a secure, cloud-based application that supports public, private, and charitable sector organisations to design, deliver, and manage grant and funding programmes. The platform provides end-to-end functionality for application-based schemes, covering application intake, eligibility assessment, decision-making, reporting, and impact evaluation.

Funding Connect can be deployed as a standalone application and case management system or integrated with payment and voucher platforms to enable full end-to-end fund delivery. The service is available on a self-service or fully managed basis, allowing buyers to select a delivery model that best meets their operational and governance requirements.

Intended users

Funding Connect is intended for use by:

- Local authorities and combined authorities
- Central government departments and agencies
- Arm's length bodies and public sector partners
- Charities and not-for-profit organisations delivering grant-funded programmes
- Corporations offering philanthropy and social value programmes

Typical users include programme administrators, assessors, reviewers, finance or oversight teams, and authorised delivery partners; as well as recipients accessing the application process to reduce administrative burdens on grant giving organisations.

Core functionality

The service provides the following core capabilities:

- Self-service configurable online application forms for funding and grant schemes
- Eligibility assessment using structured questions and workflow rules
- Multi-stage approval and decision workflows
- Secure case management for reviewing and tracking applications
- Role-based access control for administrators, assessors, and partners
- Comprehensive audit trails capturing user actions and decisions
- Real-time dashboards and downloadable reports
- Secure document upload and storage linked to applications
- Distribution of funds via multiple channels

- Configurable, self-service, or fully managed service

Customisation

Funding Connect allows buyers to configure programmes to meet local policy, governance, and operational requirements. Customisable elements include branding and colour palette, application form structure, eligibility criteria, assessment questions, approval stages, decision logic, reporting outputs, user roles, and the configuration of payment distribution methods. Payment options can be tailored at scheme or award level, including cash-first payments, vouchers, prepaid payment cards (PPC), and direct payments to bank accounts.

Customisation is completed through a secure, web-based administrative interface. Authorised users can manage programme and payment configuration without software development or code changes. Messaging and notifications to applicants and internal users can also be configured to align with local processes and assurance requirements.

Integration and API access

Funding Connect provides API access to support integration with external systems where required. The API can be used to submit application data, retrieve application and case statuses, and export structured data for reporting or downstream processing with third party applications such as Power BI. Core service configuration and user management are managed through the administrative interface to maintain governance and audit controls.

Security and data protection

The service is delivered as a multi-tenant, cloud-based SaaS platform. Data is protected using industry-standard security controls, including encryption in transit and at rest, role-based access controls, and multi-factor authentication for privileged users.

Funding Connect supports UK GDPR compliance and operates under a defined information security framework. Detailed audit logs record user activity and system events to support governance and investigation.

Availability and resilience

Funding Connect is designed for high availability and resilience. The service is hosted on third-party cloud infrastructure with built-in redundancy and monitoring. Regular backups and documented recovery procedures support service continuity.

Planned maintenance is scheduled outside core UK working hours wherever possible and communicated in advance.

Support and onboarding

Users are supported through a structured onboarding and mobilisation process, including remote setup sessions, role-based training, and access to user documentation. Ongoing support is provided via email, online ticketing, and web chat during UK business hours.

Reporting and audit

The service provides reporting tools to support operational oversight, governance, and compliance. Reports cover application volumes, statuses, decisions, run-rates and timelines. Audit logs capture user identifiers, actions taken, and timestamps and are retained in line with agreed retention policies.

Contractual model

Funding Connect is provided as a cloud-hosted service under contract. Access to the software platform is provided without licence fees. Charges, where applicable, relate to programme delivery, integrations, or connected services agreed as part of the contract.

Exit and data portability

At contract end, buyers can extract their data using standard export tools. Structured data exports can be provided to support audit or transition. Customer data is retained and securely deleted in line with contractual terms and data protection requirements.