

RM1557.15 G-CLOUD 15

Service Definition

OneAdvanced's Financials

OneAdvanced Limited

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1. Overview

Financials is a cloud-based financial management solution offering powerful, comprehensive functionality within an intuitive and user-friendly solution.

Its modular design allows organisations to implement key features strategically, addressing priority areas through a controlled, phased approach. This ensures rapid adoption and enables organisations to start realising benefits as quickly as possible.

2. Software Modules

The following modules are standard with Financials.

2.1. Functionality

- **Platform UI** - A centralised, personalisable workspace that unifies access across solutions. Users can action tasks directly, enhancing productivity, with an integrated task manager speeding up approvals.
- **General Ledger** - The core of the Financials suite, recording real-time transactions from sub-ledgers and external systems. Flexible account keys and additional analysis for powerful reporting.
- **Accounts Payable** - Accounts Payable provides complete workflow driven invoice management and payment facilities, supporting best-practice business processes and leveraging AI-driven automated invoice processing to enhance business efficiency.
- **Accounts Receivable** - Manages and analyses receivables with a comprehensive customer database. Credit Managers gain real-time insights to monitor credit exposure, improve analysis and enhance billing processes for greater efficiency.
- **Asset Management** - Provides complete financial control and visibility of fixed assets, including component accounting, additions, disposals and revaluation.
- **Budgeting** - Empowers organisations to evaluate success, improve decisions, and allocate resources effectively to projects. With approval workflow, spending controls, modelling and forecasting to empower organisations to unify devolved budget process.
- **Dashboard and Queries** - Offers customisable dashboards and functional reports, enabling strategy based on accurate, real-time data.
- **Purchase Order Processing** - A complete procurement solution ensuring efficiency, savings, and compliance with organisational policies.

- **Electronic Document Management** - Stores documents, such as accounts payable invoices, for easy access and streamlined processes.
- **Business Tax Portal** - Simplifies VAT management, ensuring compliance and supporting efficient financial operations.
- **Integrations** - Provides access to an Open API library and integration toolkit for seamless system connectivity.

2.2. Parameters

Financials is sold with a base price plus any “core” or “lite” named users, and any additional modules.

2.3. Excluded / Out of Scope

Professional Services / Project Management

3. Optional Modules

Customers may purchase the following optional modules for additional fees.

- **Supplier Portal** - Provides a self-service solution for suppliers, enabling them to manage queries, view key transactions (e.g., contracts, purchase orders, invoices), and perform supplier management tasks. Features include messaging purchase order owners, requesting updates to details, and creating XML purchase invoices to reduce errors.
- **Customer Portal** - Allows clients to pay invoices or order items and services ad-hoc, with payments processed directly through the portal.
- **Project Costing & Billing** - Simplifies project costing and billing for accurate tracking, efficient invoicing, and streamlined processes.
- **CIS Gateway** - Manages sub-contractor payments and periodic invoicing, automating regular payments when purchase invoices are absent.
- **Inventory Management** - Handles stock movements (e.g., issues, returns, stock takes) across multiple stores, ensuring accurate stock values in the General Ledger.
- **Financial Planning** - Provides tools for precise budgeting, forecasting and aligning financial strategies with organisational goals. It enables organisations to anticipate future trends, allocate resources effectively and adapt to changing market conditions with confidence.

- **Expenses** - Automates expense management with an intuitive platform for submitting, approving, and reporting expenses. Multi-level workflows ensure compliance and visibility.
- **Bring Your Own BI (BYOBI)** - Integrates Financials data into your chosen Business Intelligence tool for reporting, currently covering the General Ledger.
- **Business Tax Portal** - Integrates with HMRC's Making Tax Digital Portal, enabling seamless and compliant VAT return submissions.
- **Purchasing** - Centralises purchasing processes to improve efficiency in orders, approvals, and supplier engagement.
- **Financial Reporting and Consolidations** - Consolidates financial data for simplified reporting and audit-ready statements.
- **Source to Contract** - Streamlines sourcing, contract management, and negotiations to enhance procurement outcomes.
- **Risk Management** - Provides centralised risk oversight, advanced reporting, and secure collaboration for efficient board management.

4. Third Party Software

Applicable terms and conditions for Third-Party Products relating to a Software or Service are located: [here](#).

5. Pre-requisites - Core Product

The 'Core' application comprises:

- SSO Log in through MyWorkplace
- Financials Enterprise Core
- Reporting Services

The Financials FMS will be accessed via a supported browser as set out in 5.2.

5.1. Basic PC Requirements / Recommendations

Any modern PC capable of running one of the following supported operating systems:

- MS Windows 8.1, 10.

Processor (Intel or equivalent) speed should be a minimum of 2 GHz and ideally, we recommend 3 GHz. Minimum RAM 4GB.

Recommended Screen Resolution : The optimum screen resolution for display is 1920 x 1080, with a minimum display of 1024 x 768.

5.2. User Interface Access & Browsers

The following combinations of browser versions and client machine operating systems are supported:

- Firefox Latest As per Mozilla
- Chrome Latest As per Google
- Edge Latest As per Microsoft

OneAdvanced is committed to developing modern web applications and look to exploit new capabilities available in modern, up-to-date browsers. Because some browsers, (such as Google Chrome), can be set to automatically update whenever it detects that a new version of the browser is available, OneAdvanced cannot always guarantee that such new versions will not introduce a problem.

Browser settings - All browsers must have cookies, JavaScript and pop ups enabled for the Financials H5 domain, to use the application.

5.3. Reporting Services

The supported client browsers are:

- Latest versions of Google Chrome.
- Latest versions of Mozilla Firefox.
- Latest versions of Microsoft Edge.

6. Pre-Requisites – Data Download Solution

The application provides integration options with Excel in three main ways:

- The data download solution allows data from any list box to easily be downloaded to Excel. This function is an inherent part of the application. Configuration options exists for Excel Online/OneDrive and Google sheets).
- The Journal upload solution provides an easy means of uploading General Ledger Journals from Excel.
- The Budget download and upload solution provides an easy means of downloading data from General Ledger to Excel and then uploading budget data.

6.1. Data Download to Desktop

The data download to desktop application provides options to output data to the Windows clipboard, File, direct to Excel, or to Excel with a merge of the data extracted with a predefined excel “template” file.

Each client PC must be running a supported combination of Microsoft operating system and Excel. Minimum requirement of Windows 10 with Office Excel 2016.

6.2. Journal Upload

Each client PC must be running a supported combination of Microsoft operating system and Excel. Minimum requirement of Windows 10 with Office Excel 2016.

6.3. Budget Download and Upload

Each client PC must be running a supported combination of Microsoft operating system and Excel. We tested Windows 10 with Office Excel 2016.

Note#1: In respect of the applications mentioned in 6.2 and 6.3, Office 365 uses the same Excel.exe (2016), Please note; "Excel On-line" (part of Office 365 subscription) is not supported as it does not offer support for macros.

7. Pre-Requisites – Integrated Document Management

7.1. Paperclip

The Paperclip application allows for the ad-hoc attachment of files to Financials Enterprise "entities". Release testing will take place against the latest currently supported product.

- Client Browser: Latest versions of Chrome, Firefox and Edge Chromium.

8. Pre-Requisites – Other Collaborative Applications

8.1. Supplier Portal

The Supplier Portal application is an optional, 'external facing' application, providing an alternative communications channel for the Suppliers to an organisation to 'self-serve' their enquiry requests in respect of payment etc.

There are two aspects pertaining to the Supplier application:

- The 'internal' organisation administrators who look after and publish content via the application.

- The 'external' Suppliers who register and use the application as an enquiry and communications channel.

For both business above the supported client browsers are:

- Latest versions of Google Chrome
- Latest versions of Mozilla Firefox
- Latest Versions of Microsoft Edge.

8.2. Air Approvals

The target android version is API 29 (Android OS version 10.0), the app is also working fine on Android OS version 11.0. Regarding IOS OS, the app is working fine on latest IOS 14 OS.

9. Service Platform

Hosted solutions or software as a service solutions are provided in accordance with the [Service Platform Overview](#).

10. Security

Hosted solutions or software as a service solutions are provided in accordance with the relevant technical and organisational [Security Measures](#).

11. Support

Support services are provided in accordance with the relevant Support Terms and Conditions for the Customer Care Package as contracted.

We understand and recognise the mission critical nature our products play in your organisation. We are dedicated to transforming the service delivery experience you receive from us that prioritises your long-term success, at every stage of your journey with us.

11.1. Customer Care Packages

To support your growth, we've created three customer care packages, each designed to give you the right tools and services for where you are on your journey.

Offering	Essentials	Enhanced	Elite
Multi-channel Technical Support	Support Portal	+ Phone	+ Phone
Software Downloads, Updates, & Maintenance	✓	✓	✓
Case Management	✓	✓	✓
Support Portal, Knowledge base & Community	✓	✓	✓
Escalation Management	✓	✓	✓
Severity Level 1 Target Response Time	2 hours ¹	1 hour	30 mins
Severity Level 2 Target Response Time	4 hours	4 hours	4 hours
Severity Level 3 Target Response Time	8.5 hours	8.5 hours	8.5 hours
Severity Level 4 Target Response Time	25.5 hours	25.5 hours	25.5 hours
24/7 Customer Service Centre Access	✓	✓	✓
Case Support	Digital Engagement	+ Support Agents	+ Priority Routing
Case Reporting	Self-Serve Dashboard	+ Twice Yearly Reports	+ Technical Success Manager

¹ for product specific variations, please refer to our [Customer Support Handbook](#), the response times stated are subject to sector specific variations e.g., Healthcare

Offering	Essentials	Enhanced	Elite
Service Centre Users	3	5	10
Service Desk Hours Mon-Fri excluding Bank hols ²	09:00 - 17:00	09:00 – 17:30	08:00 – 18:00
In Product Support Tools Where Applicable	✓	✓	✓
FAQs	✓	✓	✓

² for product specific variations, please refer to our [Customer Support Handbook](#), the times stated are subject to sector specific variations e.g., Healthcare

12. Platform and Security

We power the world of work through our sector-focused software, bringing together mission critical **workflows** and a unified **user experience** that connect your organisation.

All underpinned by our **Delivery Platform** - offering scalability, security and connectedness by providing shared services such as cyber security, data analytics and AI innovation.

USER EXPERIENCE

A common user experience and persona-based analytics, reporting and dashboards means ease of adoption across your organisation.

WORKFLOW APPLICATIONS

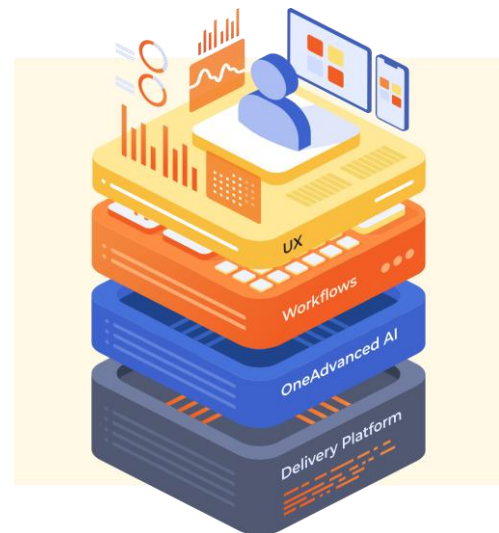
Connected, sector specific, workflows mean you'll have a smarter data driven user experience with user specific tools.

DELIVERY PLATFORM

Secure and scalable services for real connectedness. Cloud services for cyber security, user governance, API and integration management, a data layer and ethical AI and Machine Learning.

PLATFORM TECHNOLOGY – SYSTEMIC DELIVERY

Our platform is built for scalability, security and connectedness: with key components designed to enrich our Sector Portfolios. The platform embeds critical components, such as identity & access management, a common user-experience and API management into our Sector Portfolios with a systemic “build once, deploy many times” methodology.



SECURITY

System security by design with strict policy enforcement through automation.
Integrated & proactive threat monitoring and intelligence.



Fully encrypted end-to-end environment



Protect data at a **user, department or organisational level**



Customisable, including whether you want your chats remembered or not



Private Spaces enable you to share and collaborate around role, team or organisational data in a **private and secure environment**



Manage and control usage – seamless access across OneAdvanced Portfolios



Single sign on – providing security and convenience for the end user accessing all OneAdvanced solutions



OneAdvanced Platform controls usage

OneAdvanced meets the requirements for the following accreditations:

- **ISO 27001:** The international standard for information security.
- **Cyber essentials plus:** The highest level of certification offered under the Cyber Essentials scheme.
- **ISO 42001:** The international standard for establishing an Artificial Intelligence Management System (AIMS), providing a framework for organizations to develop, use, and maintain AI responsibly, addressing risks, ethics, transparency, and compliance.

SAFE. TRUSTED. SECURE

Our platform drives scalability, security, and seamless connectivity, serving as the foundation for our software. It unifies workflows across your organisation, ensuring the tasks you need are completed efficiently. Now enhanced with next-generation AI capabilities, it enables independent, adaptive problem-solving to tackle challenges with precision.

INTRODUCING THE ONEADVANCED TRUST CENTRE



At OneAdvanced we understand that trust isn't given; it's earned. That's why we're launching our Trust Centre, a centralised online resource designed to make it easier for businesses to partner with us confidently. We've built this platform with your needs in mind, ensuring transparency, reliability, and clarity in every aspect of what we do. UK businesses are grappling with significant data and AI challenges. With 71% of organisations reporting data breaches and 63% targeted by cyber-attacks, the demand for stronger protection measures has never been more urgent. Furthermore, 60% of businesses now view AI as a high or critical risk, with data security standing as a key concern.

The Trust Centre is our solution to tackling these challenges head-on. Designed to provide a secure, transparent framework, it helps businesses effectively manage risks related to data and AI.

Our mission is clear: to Power Your World of Work. The Trust Centre marks a vital step forward in that journey - offering you fast, reliable access to the information you need to evaluate OneAdvanced with confidence.

WHY TRUST MATTERS MORE THAN EVER

Trust is a critical currency in today's fast-paced, digital-first business environment. From customers to partners, businesses expect their suppliers to demonstrate accountability and provide transparency on how they manage data, ensure compliance, and maintain robust security measures.

Achieving data protection and AI compliance can be a daunting task, requiring significant time, resources, and budget. In fact, nearly a quarter of UK businesses cite budget constraints as their biggest security hurdle. To address this challenge, we've made a substantial investment in cutting-edge tools, streamlined processes, and dedicated resources, so you can focus on what matters most – your business – without shouldering the burden of costly compliance alone.

With the launch of the OneAdvanced Trust Centre, we're delivering a comprehensive solution to address your questions, streamline information access, and ensure you stay informed with the latest updates.

A COMMITMENT TO EARNING YOUR TRUST EVERY DAY

At OneAdvanced we believe trust is not a one-time achievement but an ongoing responsibility. We'll be continuously updating the Trust Centre to include the latest certifications, evolving industry standards, and fresh resources, ensuring you're always equipped with the most relevant and accurate information.

Our goal is to empower your organisation to make informed decisions and innovate with confidence, knowing that OneAdvanced is a reliable partner committed to your success.

Please see OneAdvanced's [Trust Centre](#) for more details.

OneAdvanced AI



Introducing **OneAdvanced AI** - a private, secure AI service for role, organisation and sector specific work in UK organisations. OneAdvanced AI is designed to support customers who are looking to adopt AI but have privacy concerns and skill/knowledge limitations around AI.



UK hosted AI Service ensures that your data stays on UK soil, ensuring compliance with local regulations



Business-grade, **customisable, privacy controls** allow you to set permissions by user, function or organisational level



Secure AI for business. Built to give companies confidence in AI adoption without compromising security

Features include:

- UK-hosted, private, AI service
- Identity management controlled by the organisation
- Unified user experience (WCAG 2.2 AA compliant)
- Privacy controls set by user
- Secure personal environment for file upload and storage
- Reasoning AI to show logic process of conclusions, analysis and answers

We're redefining AI for business - **safely, securely**, and with real results.



Protect your data: Our UK-based hosting ensures that your data remains in the UK, under your control and in compliance with local regulations.



Work privately: Our private spaces allow you to upload files to a secure environment. Bringing the power of AI to your documents without compromising on security.



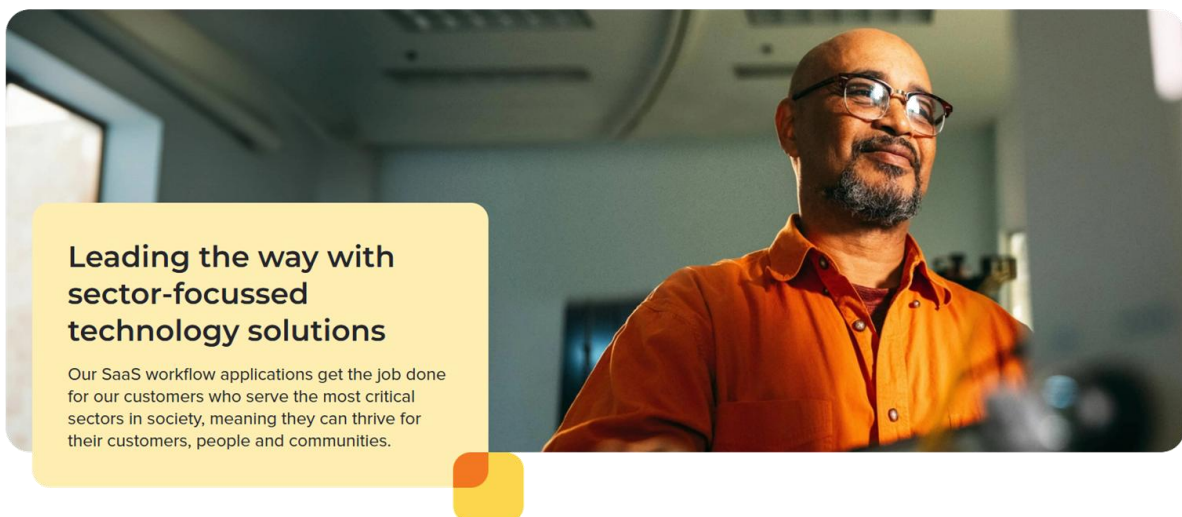
Enhance productivity: Our Retrieval-Augmented Generation technology combines data sources to enhance work, making it easier to complete tasks and achieve goals.

Explore how we uphold the principles of Responsible and Transparent AI [here](#).

13. Introducing OneAdvanced

OneAdvanced is the UK's third largest provider of business software and services with a £330m turnover, 10,000 customers and 1,800 employees. We provide enterprise and market-focused solutions that allow our customers to reimagine what is possible, innovate in their sectors and improve the lives of millions of people in the UK.

OneAdvanced solutions help to care for 65 million patients in the UK, send 10 million sports fans through the turnstiles, manage over £1 billion in charity donations, support 2.5 million students and get over 1.2 billion passengers to their destinations on time. By continually investing in our people, partnerships, and technologies, we provide right-first-time solutions that evolve with the changing needs of our customers and the markets they operate in.



We are more than just a software company. We **power the world of work** for our customers. Read more about us including information surrounding our culture and values [here](#).

ESG

Our Bettering Society ethos is at the heart of the way we do business. We are committed to leveraging our solutions to provide a brighter future for everyone, improving our societal impact and engagement. We achieve this across the four pillars of our ESG Strategy.

Our purpose is clear: to create a fairer, more inclusive society through the power of our people and our software by 2030. At the heart of this is our Bettering Society ethos - our guiding principle that shapes everything we do.

- **Better for the Planet** – by working with communities to reduce inequalities and empower more people to make climate-conscious choices.

- **Better for our People** – by breaking down barriers to career opportunities and creating pathways for meaningful, inclusive growth.
- **Better Technology** – by delivering solutions that drive positive outcomes for our customers, their people, and the wider communities they serve.
- **Better Business** – by upholding ethical, responsible, and compliant practices that reduce inequality and promote long-term trust.

Our ambition is to embed sustainability and integrity into every aspect of our business. We are investing in transformative technologies and strategic partnerships that accelerate our impact, while maintaining accountability through transparent reporting and meaningful stakeholder engagement.

Discover how OneAdvanced AI delivers trusted, UK-hosted AI solutions with a focus on sustainability, fairness, and accessibility through our [AI ESG Statement](#).

OneAdvanced has also made a commitment to transparency and accountability, publishing an annual Societal Report that outlines its progress towards its ESG goals. Please see [OneAdvanced 2024 Societal Report](#).

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A full list of its trading subsidiaries is available at www.oneadvanced.com/privacy-policy/

Powering the world of work

Our business software is the trusted choice for critical sectors, including healthcare, legal services, and education. We keep the world of work moving.

Speak to our expert consultants for personalised advice & recommendations, & get support on the products you are interested in.

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