

● *message from the president*



Though you may have already read a recent letter announcing my new role with Fusepoint Managed Services, I wanted to take this opportunity to re-introduce myself. Our company has reached an exciting juncture in its history. During the past six years, we have enjoyed tremendous growth and have carved out a strong position in the Canadian Managed IT Services market. Through support from customers like you, we have been able to continually invest in our people, processes, and technology in order to expand our offering and improve service levels. My main objectives moving forward are continuing to focus on delivering what our customers are asking for and increasing the value we provide you.

Thanks to the work these past three years of my predecessor, Robert Offley, Fusepoint has made tremendous strides. My arrival is, therefore, not in any way a reflection of his performance. As Fusepoint moves into our next phase of growth, our board of directors simply felt that the range of industry experiences I've had are aligned more closely with our future goals.

Having served on Fusepoint's board since last year, I had a unique advantage of understanding the business and the market before I started as President. My last closely related position was as CEO of Digex, where our team successfully accelerated the growth of that company to become one of the top Managed IT Services organizations in the United States. As I reflect on my previous association with Fusepoint and early observations as a team member, I am confident we have the resources, commitment, and focus necessary to achieve our goals and fully satisfy our customers.

As the summer continues, I wish you an enjoyable and safe holiday season. Thank you for working with Fusepoint and please feel free to contact me directly should you have any questions, comments or concerns.

Best regards,
George Kerns
President & CEO
george.kerns@fusepoint.com

Managed MS Exchange

Are the costs of your e-mail systems too high?

With today's 24x7 communication needs, e-mail systems are mission-critical. Yet as vital as these systems are, they often represent a large initial investment and can be very costly to manage and maintain.

After all, it takes ongoing investments in hardware, software, upgrades, maintenance and staff to ensure high-availability and security. In addition, many IT organizations struggle just to keep up with the growing number of security advisories, viruses, patches and SPAM.

Solutions tailored to your needs

Fusepoint offers your organization the end-to-end services needed to host and maintain a high-performance, high-availability communications infrastructure based on Microsoft Exchange.

We provide your users with secure and reliable messaging and collaboration services that are accessible anytime, from just about anywhere.

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Fusepoint offers two options for Microsoft Exchange to accommodate your business needs:

- **Dedicated Exchange Service**
A highly customizable approach to deliver an Exchange solution tailored to your specific business requirements, on a platform dedicated to your organization.
- **Hosted Exchange Service**
A complete and cost-effective packaged solution that can be deployed rapidly to meet the messaging needs of most small to mid-size organizations.

Benefits of Managed Exchange

- **Flexible Cost Structure:**
Your organization can save thousands of dollars by eliminating the need to purchase and manage software licenses, upgrade hardware and provide onsite resources. User-based pricing replaces these large upfront and on-going costs with monthly per-user costs, thereby freeing up your IT resources to focus on more strategic business activities.
- **Outstanding Support:**
Our Network Operations Centre supports your e-mail administration around the clock by providing your users with secure and reliable e-mail when and where they need it.

Network Operations Team

At the heart of any good support system are dedicated people, sound processes, and effective technology. Fusepoint's Network Operations Center (NOC) team combines these inter-related elements to provide consistent and responsive support to our customers.

According to **Craig Schultz**, National NOC Team Lead, "Operating 24x7x365, our NOC technicians are trained and equipped to troubleshoot and resolve problems quickly and effectively. By continually monitoring our facilities, networks, hardware and applications, we are able to solve problems proactively, minimizing the impact to our customers."

A primary function of the NOC is to act as the first line of defense for our clients should technical issues arise – in such cases, we often become an extension of their IT staff.

The NOC differs from traditional help-desk services by providing multiple levels of technical expertise on staff and on-call at all times.

With over 80 certifications, our resources include: advanced security experts; DBA's; and certified Cisco, Microsoft, and Linux professionals. The majority of problems are cleared up directly by the NOC team.

If a problem appears to be more complex or persistent, the escalation procedures outlined in our Standard Operation Procedures are stringently followed to completion. With direct access to engineers from our key technology partners, we extend our reach by leveraging the close relationships we have with hardware vendors, software developers, and bandwidth providers.

To support our NOC technicians, we utilize a mix of internally developed tools and procedures along with some of the most sophisticated technologies currently available. Along with the support function, the NOC team also plays a key role in implementing new systems and upgrades, and applying new patches that improve security and performance.

The NOC can be accessed with a service request through our WebCare ticketing system, by telephone, or through e-mail. When a problem arises, the first NOC technician contacted by the customer "owns" the issue until it is completely resolved.

If other departments within Fusepoint such as customer care, sales, finance, or operations are involved, the NOC team member will internally coordinate whatever is needed to satisfy the customer.

For a better understanding of the people, tools, and procedures we use to keep your applications up and running, call **Craig Schultz** at 905.363.4217 or e-mail: craig.schultz@fusepoint.com

WebCare E-mail: webcare@fusepoint.com

NOC Phone Number: 1.866.296.5335



Global Mentoring Solutions

For Mississauga, Ontario-based **Global Mentoring Solutions**, choosing Fusepoint's Microsoft Exchange Messaging service as their third-party e-mail and messaging provider was a critically sound business decision.

The staff at Global Mentoring are certified solutions experts who provide real-time mentoring services for clients with questions on business solutions and applications.

If clients have any further questions or wish to request transcripts after the mentoring session is complete, they can do so through e-mail.

Vice-President **Paul Maunder** surmises that the quantity of e-mails his company produces each day to be somewhere in the thousands. And with that number on the constant rise, should Global Mentoring's e-mail system falter, serious consequences could ensue.

"E-mail itself is one of the components in how we connect and support our clients," Maunder explains. "I know there are thousands of transactions that happen each day. So it is very important for us to ensure the integrity of the e-mail system"

Toward that end, Fusepoint was chosen to provide a hosted Microsoft Exchange service with 24x7 operations support as well as SPAM Content Filtering, and scalability.

By implementing Fusepoint's essential service, Global Mentoring is now able to free up their busy and overwhelmed staff so that they can focus on the important matters of servicing clients and building the business.