



# What Makes Us Different

## Characteristics of Fusion IT

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When you partner with a Managed Services Provider, you begin a relationship made up of equal parts technology and trust. The technology can be specified but the trust has to be earned.



Here are some of the ways Fusion IT does that.

## Highlights of Fusion IT Services

### Remote Help Desk and Onsite Support

Most issues can be handled remotely. If you need us onsite for any reason, we'll be there.



### Easy-to-Understand Performance Reports

Reports don't help if you can't understand them. We transform the huge amount of data we receive about your operation into straightforward, graphical reports you can plan on.

### Malware Prevention

Threats are everywhere. We establish an ironclad wall of protection against any threat, anytime. It's backed up by an equally tough Service Level Agreement.

### Desktop Security and Performance Monitoring

Ensure your desktops are running properly, and that they're only used by authorized people. We'll keep an eye on every machine for performance and authorized use.

## Expertise Certified to Satisfy

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Our experienced and expert technicians, architects and engineers are certified across all major systems - hardware and software. They're on top of the latest innovations, in touch with the right knowledge sources, and work with those technologies every single day.

## Scope of Services Every Corner of Your Infrastructure

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Fusion IT provides ground-floor consulting, strategy and IT architectural services. We'll take responsibility for some or all of your IT assets, including license optimization, maintenance and upgrade, monitoring, and more. We'll host your network, defend your security, build and augment your applications, and more.

## Client Care Whatever You Need, Whenever Your Need It

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First-quality service is evident in every aspect of our work with you, and especially so in our help desk and support services. We handle every level of support, every second of the day. That includes everything from simple password resets to Level 3 support issues.

## Account Management Working Side by Side

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A key part of our relationship with you is our account management team. You'll have an Account Manager permanently assigned to you. Your AM will get to know you, your systems, your processes, your culture and - most importantly - your people.

## Proactive Monitoring and Management

Spot and stop problems before they occur. Our 24x7 monitoring ensures peak performance. We're continually checking to ensure your systems and software are always up to date.

## Predictable Monthly Cost, Scalable Level of Service

Know what you're spending and why. Our flat fee gives you a simple, stable way to budget IT operational expenses. Whether you grow or shrink services, you always know the impact.

## Broad Range of Service Level Agreements

The performance of every aspect of your infrastructure - network, telephony, desktops and the rest - is guaranteed by our flexible SLAs.

## Fully Transparent You're Always in Control

With Fusion IT, you have unobstructed visibility into every corner of your operation. No matter which elements of your IT you trust to us, we'll keep you continually informed, through event alerts, easy-to-understand, regularly scheduled reporting, and ongoing conferences.

## Business Continuity Protect Your Mission-Critical Data

Having in place a proper IT business continuity plan is critical for safeguarding your company and client data in the event of a disaster. Deploying a comprehensive yet cost-effective business continuity plan ensures your information can be recovered. It also minimizes the impact to your business systems, and more importantly, your clients.

## About Fusion IT

At Fusion IT, we make sure to listen, collaborate and deliver proven vendor-supported technology business solutions that are cost-effective. We also promote industry best practices that enhance our clients' ability to compete and contribute to their success and sustainability. Finally, we are accountable for provisioning solutions within our clients' technology environments as well as show exemplary leadership, faith and service founded on Christian principles with honesty, humility, integrity and respect for others.

## POWERED BY THE BEST IN THE BUSINESS



... and many more.



