

Fusepoint, a SAVVIS company

Fusepoint guarantees the highest levels of availability and security for mission-critical infrastructure and key business applications. We offer a range of Fully Managed, Enhanced Colocation, and pure Colocation hosting solutions located in high-availability data centres across Canada. Our fully redundant facilities are engineered to provide impenetrable security, uninterrupted power and network availability at all times. Our accredited team of technical experts continually monitors and fully supports every component of your solution around the clock, Backed by CICA 5970 / SAS 70 (Type II), and other major industry accreditations, we make sure the applications you depend on are “always available and always secure”.

People Who Understand Uptime Choose Fusepoint

Current Reality

The majority of businesses today use some form of data protection technology, yet a significant number are overwhelmed by the increasing volume of external attacks from viruses, hackers, unauthorized traffic and other electronic intruders. In addition, mobile employees who unknowingly download viruses, spyware, or adware at home or other locations represent a growing security concern. To compound the risks even further, forces of nature are unpredictable and often devastating for IT operations. The reality is, most IT departments do not have the time, tools or expertise required to effectively protect their systems against these threats.

Leadership Responsibility

The rise in information theft is alarming and senior executives are finding themselves increasingly accountable to their boards, investors, customers and employees for the security and privacy of their organization's data and that of their customers. Credit card companies are imposing stricter security standards on merchants of all sizes.


Impact of Downtime

Just as important as mitigating the risk of downtime attributed to a large scale disaster are the more frequent causes of outages such as human error, application and system problems or hardware failures. Whatever the reason, downtime often leads to lost productivity; decreased customer satisfaction; and damage to an organization's reputation. Delivering high-availability takes an integrated mix of skilled people, outstanding processes and leading edge technology.

The Fusepoint Advantages

Hundreds of well-recognized companies in Canada depend on Fusepoint to keep their mission-critical applications running securely and reliably. Following are some of the key benefits our customers gain by partnering with Fusepoint:

- Significantly reduced operating costs by leveraging our specialized technical talents and significant infrastructure investments
- Highest levels of security and availability in facilities that are formally certified to meet or exceed major compliance and legislative requirements
- The option of having a service provider procure, implement, and then fully manage the infrastructure right up the business layer application
- Working with a provider that is vendor agnostic providing bandwidth from all major carriers and infrastructure from industry leading suppliers
- A skilled team of Client Experience Consultants dedicated to each of our customers from implementation through ongoing support. Their simple goal is to meet and exceed customer expectations



"We can't tolerate any type of downtime – or even a small service hiccup for that matter. When it came time to select a managed services provider, key requirements of performance reliability, knowledge of compliance issues, and managed services capabilities all tipped in Fusepoint's favour."

Peter Smolik, CISSP
Director, IT
CHIP Hospitality LP

A Higher Level of Managed IT Services

We deliver a full suite of managed IT services including: Managed Infrastructure and Hosting, Application Services, Disaster Recovery and Professional Services. You have the flexibility to outsource part, or all of your mission-critical IT infrastructure and application requirements.

FUSEPOINT MANAGED IT SERVICES

Managed Infrastructure and Hosting

- **Fully Managed Infrastructure**
 - VMware Hosting
 - Full O/S Management
 - Security Management
 - Data Back-up and Restore
- **Colocation Hosting Services**
 - Top-Tier Data Centres and Facilities
 - Cabinet or Cage
 - Optional Enhanced Services

Application Services

- Application Management
- Application Enhancement
- Application Development
- Hosted Collaboration

Disaster Recovery Services

- Recovery Planning
- System Recovery
- Work Area Recovery
- Hardware Replacement

Professional Services

- Solutions Architecture Consulting
- e-Business Consulting
- Security Review Services
- Facility Migration

Operational Excellence

From solution design through on-going support, our highly-skilled team of network engineers, security and infrastructure experts hold over 80 technical certifications and manage most major infrastructure applications.

Opware:

Infrastructure investments such as Opware maximize the operational efficiency of our Data Centres enabling us to deliver the very best in configuration management and ITIL best practices.

VMware:

Our VMWare certified technical experts can help you refresh your hardware or consolidate your server environment efficiently and economically through VMware virtualization technology.

Project Managed Implementation:

Regardless of the size of the installation, our goal is to have your environment running as quickly and effectively as possible.

Real-Time Support:

Our technical team literally becomes an extension of your IT department, giving you access to some of the leading security, network and data professionals in the country.

WebCare Resources:

Fusepoint WebCare, available at <http://webcare.fusepoint.com>, is our user-friendly, browser-based interface designed to provide proactive management and support.

About Fusepoint, a SAVVIS company

Founded in 1999, Fusepoint has offices and data centres in Vancouver, Toronto, Montreal and Quebec City. Through our proven record of success we have built a loyal base of over 400 customers and strong relationships with Canada's leading technology and communication companies. Fusepoint's managed IT solutions are SLA-guaranteed, scalable and designed to reduce costs while mitigating risk. In June of 2010, Fusepoint became part of the Savvis family. Savvis is a global leader in cloud infrastructure and hosted IT solutions for enterprises and has more than 2,500 unique clients, including 30 of the top 100 companies in the Fortune 500.

To find out more, please visit our Web site at:
www.fusepoint.com or call 1.877.387.3764



Our Customers

Fusepoint customers include such leading organizations:

- Bell Canada
- Maple Leaf Foods
- Colliers
- CAA Quebec
- Direct Energy
- The Royal Canadian Mint
- CHIP Hospitality
- Mountain Equipment Co-op