

The Toronto Star
Protection in the event of a catastrophe
SISPs help ensure network damage kept to a minimum

"There are all kinds of new technologies and applications - unfamiliar stuff - that companies don't feel are necessarily within their means to maintain," says Dan McLean, an analyst with technology research firm IDC Canada.

"They're saying to themselves, 'this thing just can't fail' and recognizing that they don't necessarily have the resources or expertise to ensure that doesn't happen."

Toronto Star writer Corey Goldman takes a closer look at the emerging systems infrastructure service providers (SISP) market with help from Fusepoint CEO, Robert Offley. The market for outsourced, managed IT services is growing - as are the IT needs among small- and mid-sized companies.

"Businesses don't have the specialist technical skill sets and the staff on hand for the kind of support that these days is required to keep a corporate system up and running," says Robert Offley, Fusepoint's president and chief executive. "A lot of businesses are not prepared for things like blackouts and viruses that attack their businesses."

Some are prepared - including a few of Fusepoint's bigger clients "They can rapidly deploy services that are highly managed and secure. It's always on and always available - you don't need to worry." McLean concludes.

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