Introducing
Fusion Connect
A Morgan Stanley Company

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A

Today's world of work

Collaboration is essential

In the past few years, communications technology has started to play a larger, more critical role than ever in most companies. Collaboration has become essential, because so much of business is now done online! Across most all industries, we see business transforming, as a result.

Even industries that did not historically think of Communications as essential, do now. For instance, restaurants once relied on walk-in and drive-thru orders. Now many orders come online, via mobile apps, uber eats, in-store kiosks, etc.

Most companies now have many of their employees in 'work from home' mode. On-line collaboration has become an intrinsic, required way of doing business, internally and with customers.

We hear you. In fact, we hear it every day. You need to **connect everyone, everything, everywhere**. All the time, **24/7**. Securely.

EVERYONE	Employees, customers, suppliers, even visitors in your lobby.
EVERYTHING	All devices, all networks, all applications, and voice/video/chat
EVERYWHERE	In the office, work-from-home, at a customer, in an airport, round the world

Consider this

$96 B

was spent on meal delivery services in 2023. **Reliable communications is no longer a luxury for restaurants**.

300+ M

people use Microsoft Teams every day. **Online collaboration has become essential for business**.

" Customers tell us

Our voice and video calls keep glitching. Sometimes it's so bad we can't make ourselves understood—let alone collaborate on projects.

We depend on our network to do business. High-speed connections are no longer a luxury, they're a must. And it must be up 24/7.

Our voice and video calls keep glitching. Sometimes it's so bad we can't make ourselves understood—let alone collaborate on projects.

I'm constantly fighting fires to keep our network up and running, at all hours of the day and night.

"

While collaboration is essential, it's certainly not easy

We hear all the time, that you have so many elements in your communications architecture, that it is intimidating and hard to manage. Below is a typical set of collaboration technologies that we often see our customers grappling with typical challenges like:

- **150 milliseconds** required network latency for optimal online conversations

- **91% of companies** are still running EOL equipment or an obsolete PBX

- **64% of workers** use personal phones to communicate with customer

- **Global business is tough**: Running a business with employees and customers around the world (including Work from Home) makes it hard to get a consistent collaboration experience

- **99% is not 100%**. Edge cases are often mandatory and add complexity (e.g. fax, SMS, alarms), taking up disproportionate resources. With over 20k customers & decades of experience, it's likely we've seen it before.

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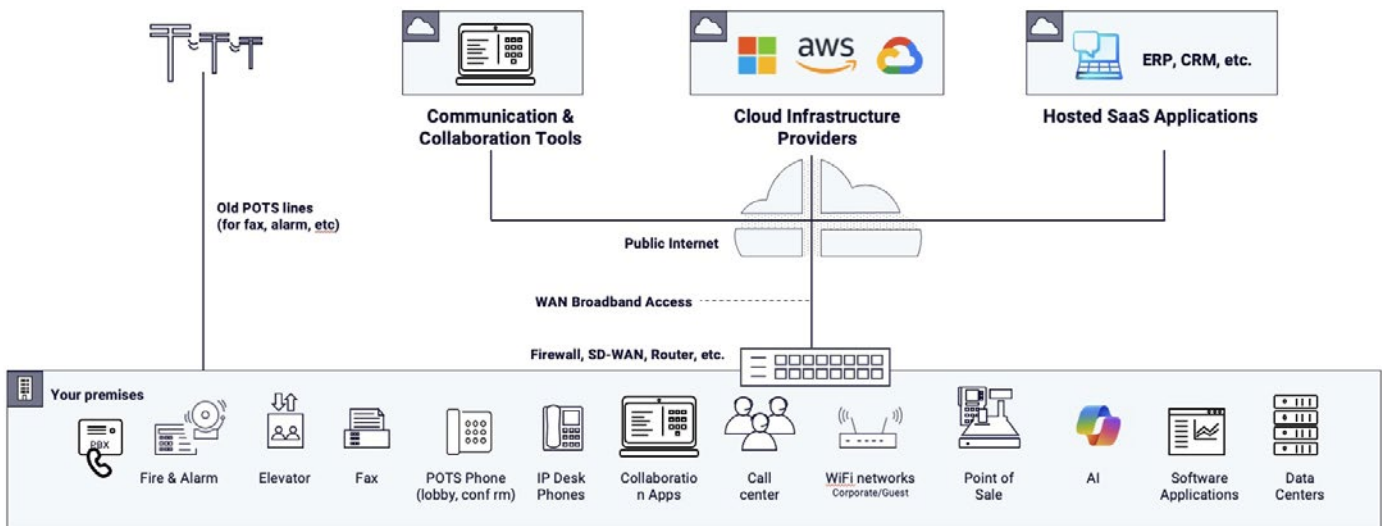
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What we do, and how we can help

" Customers tell us

Dealing with dozens of vendors, globally, is driving me nuts. Each has different terms, support channels, prices—even languages.

We remove complexity

We reduce complexity by providing a single source to supply and manage the technical complexity of ALL your collaboration and communications needs infrastructure.

A full stack, starting with network access, underpinning your critical collaboration platforms, complete with specialized add-on solutions to meet any need. All from one partner, Fusion Connect.

Trust Fusion Connect to handle all your communications and collaboration needs and enable your company to do what you do best!

Sell flowers, ship packages, serve clients in your restaurant, or fix HVAC systems. We'll do the rest.

Dealing with the complexity of multiple service providers means multiple platforms, negotiations, invoices, contract terms, and different tech support numbers… all of that is not likely in your job description.

And it makes it harder for you to deliver excellent collaboration and communication for your business.

Removing complexity, it's what we do. We remove complexity. Every day.

We take pride in making collaboration, and cloud technology easy and cost-effective. We tackle the tough technology work and operational complexities of cloud communication, so you can focus on running your business, not on communications.
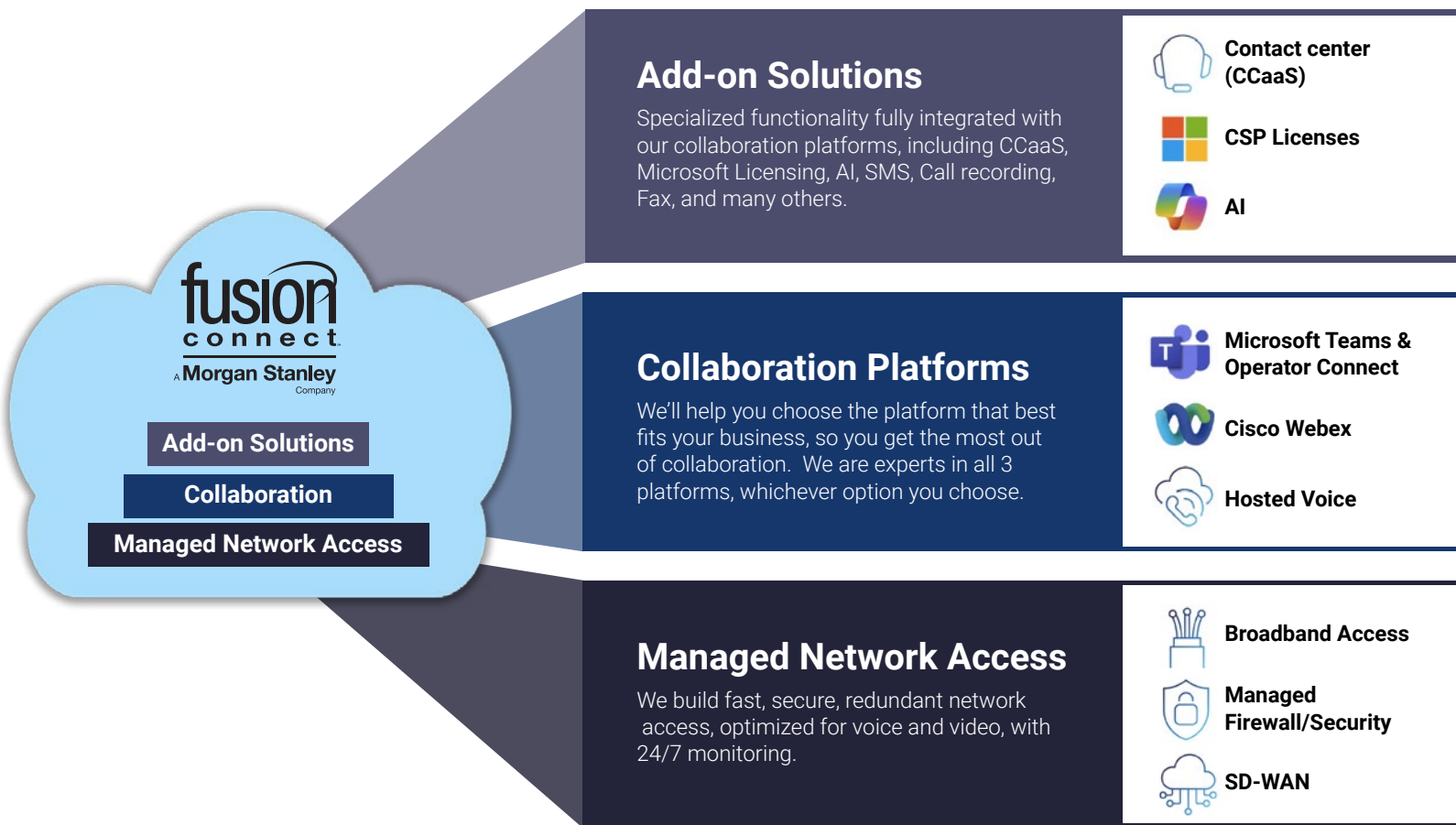
The solution: A truly complete suite, all from Fusion Connect

Fusion Connect provides the entire communications and collaboration suite, all from one vendor.

One hand-to-shake. Zero finger pointing.

Demanding cloud collaboration applications always perform better and more reliably, when accessed using high-performance network connectivity (including redundancy via SD-WAN and managed Security), enabling specialized add-ons that reside on top, for a full stack.

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Add-on Solutions

Collaboration

Managed Network Access

Add-on Solutions

Specialized functionality fully integrated with our collaboration platforms, including CCaaS, Microsoft Licensing, AI, SMS, Call recording, Fax, and many others.

Contact center (CCaaS)

CSP Licenses

AI

Collaboration Platforms

We'll help you choose the platform that best fits your business, so you get the most out of collaboration. We are experts in all 3 platforms, whichever option you choose.

Microsoft Teams & Operator Connect

Cisco Webex

Hosted Voice

Managed Network Access

We build fast, secure, redundant network access, optimized for voice and video, with 24/7 monitoring.

Broadband Access

Managed Firewall/Security

SD-WAN

Managed Network Access

Expertise built over decades of delivering network solutions

Access

SD-WAN

Security

High-quality, internet access with hot standby, back-up connectivity
We build high-bandwidth access solutions using the right mix of broadband, fiber, wireless (4G/5G), and satellite connections. And with deep experience/expertise for customers with multiple sites or locations! Plus, you can rest knowing our Network Operations Center is (NOC) watching your network 24 hours a day, 7 days a week.

We keep you up and running, even when problems strike
We specialize in building resilient networks using our SD-WAN technology, to keep you running even when one connection is down. And SD-WAN also enables us to tune your network for voice and video, so less important workloads do not overwhelm your communications traffic.

All with managed network security and firewall for peace of mind
Your connectivity should be coupled with technologies that eliminate service disruptions and protect your network as well as your data. Advanced edge security from Fusion Connect is not just a firewall. It is a fully managed service providing Unified Threat Management (UTM) as a cloud service.

Collaboration Platforms

Let us help you pick the right communications/collaboration platform. Whichever one you select, we'll have it up and running fast and on-schedule

Microsoft Teams

Cisco Webex

Hosted Voice

Teams Calling & Operator Connect
Optimize productivity with seamless calling from within Teams. Use Fusion's "Teams Calling Services" to turn Teams into a complete business phone system and save money compared to Microsoft Calling. Plus, the Fusion Connect network is directly peered with Microsoft, often making it the shortest path to Teams, improving performance and reliability. And Fusion is 'Microsoft FastTrack Ready', enabling Microsoft to turn to us because we can do things they can't. Finally, Fusion has one of the largest 'Teams-ready' international networks with calling in over 30 countries.

UCaaS from a Communications Leader
Webex from Fusion is a rich cloud-based platform that combines calling, meetings, and collaboration, with advanced technology from a communications veteran, to ensure everyone in a meeting can be seen and heard clearly. Integrate presence with Microsoft Outlook Up to 1,000 participants in a video meeting.

Fusion's own Cloud Voice
For more basic user needs, Fusion's own "Hosted Voice" product is our in-house 'PBX in the Cloud'. Specifically designed to focus more on voice users, our Hosted Voice offering supports both softphone and desk phone calling, at a lower price point than full UCaaS and Collaboration solutions, for those who need only voice capabilities.

Specialized Add-on Solutions

Tailored solutions to meet specific business requirements, Fusion offers many unique but important add-on cloud services.

Contact Center

Microsoft Licensing

Artificial Intelligence

Delight your customers by enhancing your contact center
Fusion Connect designs your Contact Center as a Service (CCaaS) solution around your organization's use cases. We are experienced with CCaaS customers who are in the business of Contact Centers or simply have a department that operates as one (like a customer service, tech support, or collections department). We implement CCaaS solutions for five to five hundred users.

Save money on Microsoft licensing
Our experts can help you navigate Microsoft's constantly changing licensing programs to find the best solution, while keeping you in compliance. We help you save money by optimizing your license prices and give you a centralized view of all your licenses, to manage them in one place. And best of all, it all comes on one bill from Fusion.

Artificial Intelligence
The 'buzz word' of the day, and everywhere you turn, you're hearing how every vendor 'does AI'. Fusion is different. With a deep understanding of Artificial Intelligence and its foundations, we can consult with you to help you decide where AI can practically help your business and collaboration needs. AND we can implement real AI products that exist today (e.g. Microsoft Copilot), as part of our overall solution.

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Why
Fusion
Connect?

1 Customer Obsessed

At Fusion Connect, we are obsessed with earning our customers' trust.

Our entire staff are trained and committed to satisfying your needs and exceeding your expectations.

It's what sets us apart in a crowded industry with similar products.

2 Complete Product Suite

We deliver a complete set of products and cloud services, including collaboration platforms, broadband network access, and specialized add-on solutions.

You get everything you need from one vendor. No finger pointing, no excuses.

Add-on Solutions
Collaboration
Managed Network Access
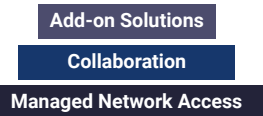
3 Real Cost Savings

Save over 50%+ of annual costs when moving to Fusion Connect

When consolidating multiple cloud communications providers or when moving from an on-premises PBX.

save 50%+

4 Better Service, Better Performance. Guaranteed.

We promise superior customer service, industry leading tech support and 100% network uptime.

And we put our money where out mouth is, with the industry's best guarantee. If we don't deliver, you get credited.

Satisfaction
Guarantee

5 Cloud Leader

We are cloud experts. We have built our own cloud-native network and redundant backbone.

We understand what drives cloud success and how our customers can benefit from the cloud.

3rd Largest Microsoft Teams Operator Connect Partner

Microsoft Solutions Partner
Modern Work
Specialist
Calling for Microsoft Teams

6 Global Reach

We service the entire world with calling or collaboration, and can provide local service in over 30 countries, far above most of our competitors

82% Of world's GDP reached by our network!

7 Award Winning

Fusion continues to be recognized for excellence in the Communications industry, as we have for many years

1 Customer obsessed

Every day Fusion Connect and our partners serve tens of thousands of customers. At Fusion, one way we distinguish ourselves from our peers, is that we make all decisions through the lens of our customers. In an industry where competitive products can often look the same, we are different. We are "Customer Obsessed!" We go the extra mile to do right by you.

A few examples of how we work with customers to make their lives easier:
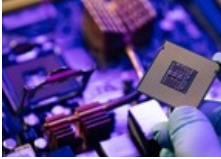
Microsoft Teams
We helped Intel move dozens of international locations to Microsoft Teams Voice with Operator Connect and audio conferencing. They **reduced spending by 82%** in some countries.

UCaaS/CCaaS
In addition to deploying Access at hundreds of stores, we implemented **UCaaS/Hosted Voice** there too, simplifying store operations & reducing costs.

Security+Access
Fusion provides **Network Access and Security** (including SD-WAN and Managed Firewall) at hundreds of locations.

SIP Trunking
We helped this chain of 51 luxury auto dealerships build a fast, resilient, secure SD-WAN network. All monitored 24/7 out of our Network Operations Center—**so they can focus on selling cars**.

Legacy Upgrade
We designed and installed diverse broadband Network Access across over **800 locations** nationwide. Then we installed guest Wi-Fi at those locations.

We serve customers from SMB's of 50 employees up to Fortune 500 businesses with billions in revenue — across all verticals. We have deep experience in distributed enterprises and customers with dozens, even hundreds, of locations.

Customers tell us

Hospitality is a people business...That's why
we're sold on Fusion Connect's Contact Center.

—Alicart

2 | Complete product suite (Detailed Functionality)

Fusion Connect provides the entire communications and collaboration suite, all from one vendor. **One hand-to-shake**. **Zero Finger pointing**.

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Add-on Solutions
Collaboration
Managed Network Access

Specialized Add-on Solutions

Add Fusion's CCaaS product to your UCaaS/Collaboration capabilities, whether you're a pure-play contact center or a company with a specific department that operates as one (e.g. customer service, tech support, etc.). Vastly improve employee performance and customer experience. OR, handle your Microsoft CSP Licensing to optimize your license pricing for Microsoft 365 E3/E5/Business Premium, consolidate vendors, and get it all on one Fusion invoice. Easily handle adding/removing licenses automatically without having to call in. OR get ready for Artificial Intelligence AI by talking to the experts at Fusion, who can actually implement real, practical AI products for you, now.

Contact center (CCaaS)

CSP Licenses

AI
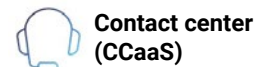
UCaaS and Cloud Collaboration

Hold secure virtual meetings, screen and file share, whiteboard or annotate, record and transcribe. Participants without the app can join a session with a single click within their favorite browser. Share your screen, even allowing guests to have controls. See real-time reactions during meetings. Access from anywhere - whether working from company headquarters, at home, or on the road. SMS/MMS text messaging to individuals and groups. One-click entry into the conference session, from chat, audio, or video conferencing. Use your softphone, desk phone, and/or mobile phone interchangeably. Call Recording and transcription features. Microsoft has the fastest growing collaboration platforms in the world and Cisco is also recognized as a UCaaS leaders by Gartner. And save significant costs when utilizing Fusion's "Teams Calling" services, when compared to Microsoft pricing.

Microsoft Teams & Operator Connect

Cisco Webex

Hosted Voice

Network Access, Security, SD-WAN

Our business broadband connectivity.is available with any or a combination of Asymmetrical Ethernet, Cable, Fiber and Wireless. Our nation-wide backbone, with built-in redundancy, guarantees consistent secure communication on an integrated platform, without the need for multiple service providers. A fully managed service lowers your total cost of ownership when compared with do-it-yourself solutions, all while improving availability, security, network performance, and doing so on a single, easy-to-read bill. SD-WAN improves the quality and resilience of your Internet connection, and Managed Security/Firewall protects your network and your company's data

Broadband Access

Managed Firewall/Security

**SD-WAN**
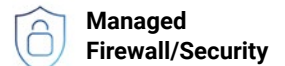
3 Real costs savings

Fusion Connect is deeply experienced at upgrading existing legacy communication systems, from either on-prem or outdated/fragmented cloud systems, to new state-of-the-art solutions, saving you money.

Consolidating on Microsoft Teams

$54,000 — Existing UCaaS
$25,740 — Fusion Connect
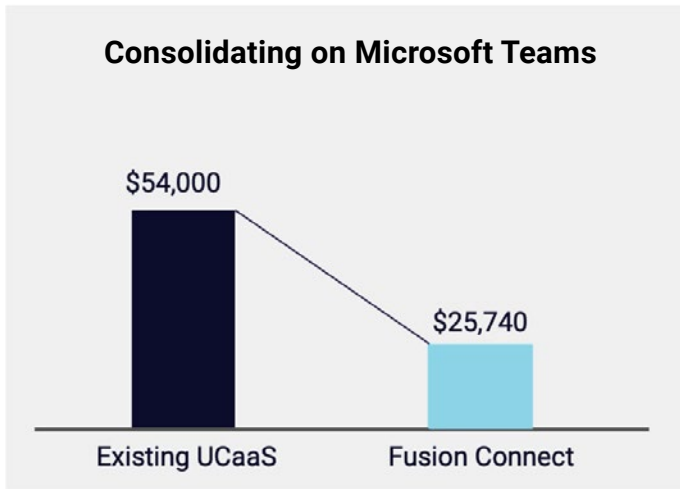
52%
ANNUAL SAVINGS
Consolidating several UCaaS solutions onto one platform increases efficiency and operations

On-premises PBX replacement with Microsoft Teams

$107,700 — On-Premises PBX
$25,740 — Fusion Connect
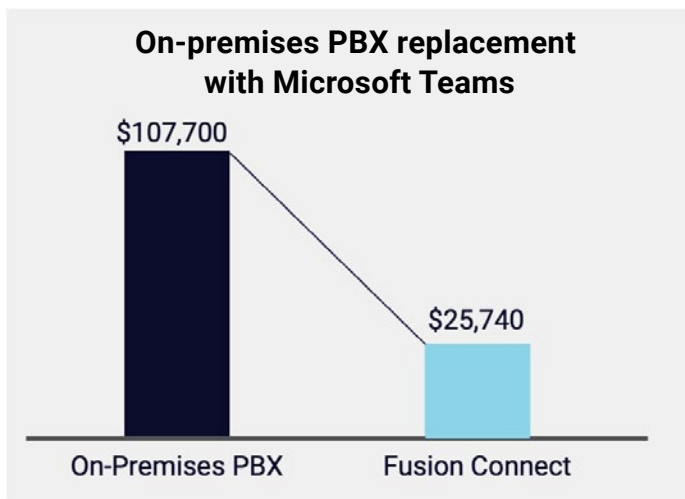
76%
ANNUAL SAVINGS
Moving on-premises PBX equipment to the cloud while deploying Microsoft Teams delivers big savings

These two typical examples, compare:

- The one-year cost of supporting 100 users (including hardware and software maintenance, trunk lines, and IT personnel) to:

- The costs of upgrading to Fusion Connect's Microsoft Teams solution

And these savings don't include the benefits of better collaboration!

Let us refine this analysis based on your current state and needs!

Customers tell us

Fusion provided fantastic support! Downtime has been VERY minimal. Customer Support Techs have been extremely friendly and helpful in the reporting process

Fusion was AMAZING with keeping in contact and checking on us. Always fast to respond and keep us posted on all aspects of the ticket once opened and even after it is resolved

Fusion was able to give me a direct answer to our concern. You went above and beyond to send me an email and assist me further. It was refreshing to have someone who could eliminate our concerns

Fusion took the time to review my invoice with me, went over it for the questions I had, and explained the items I was inquiring about. So very kind! Thank you.

4 Better Service. Better Performance. Guaranteed!

We pride ourselves on providing exceptional customer service, in every aspect and at every stage of our interaction with our customers—from the sales experience, to on-boarding, to invoicing, to technical support, to account management. In an industry where many vendors' product offerings can start to look alike, we have decided that THIS is another key way to set Fusion apart.

And it's all backed by the most extensive guarantees* in the industry. Our guarantees are specifically designed by speaking with our tens of thousands of customers, to understand what THEY wanted in a guarantee, to provide them with peace of mind. Our 100% SLA reflects our commitment to our customers and our confidence in the solutions we deliver.

Whether you are implementing cloud communications for the first time or consolidating platforms, our Solution Architects orchestrate implementation, provide reliable project management, ensure full integration of all technologies, monitor your network 24/7, delivering on schedule, all followed by smooth ongoing operations. Truly a fully managed solution. All with a guarantee. And we stand behind it.

Satisfaction Guarantee Customers will be satisfied with the quality of our services, and any issues will be resolved to their satisfaction, or the customer may cancel the service without penalty.

100% Uptime SLA A 100% uptime guarantee. If the services are not up and running 100% of the time, Fusion Connect provides a credit.

Installation Guarantee Fusion Connect will meet the agreed-upon installation dates. If the targets are not met, the customer is credited with one month's fee.

Rate Lock Guarantee Rates for our specified services will not change for the life of the customer's contract.

Future-Proof Technology Ongoing upgrades to the next generation of technology will be implemented at no additional cost.

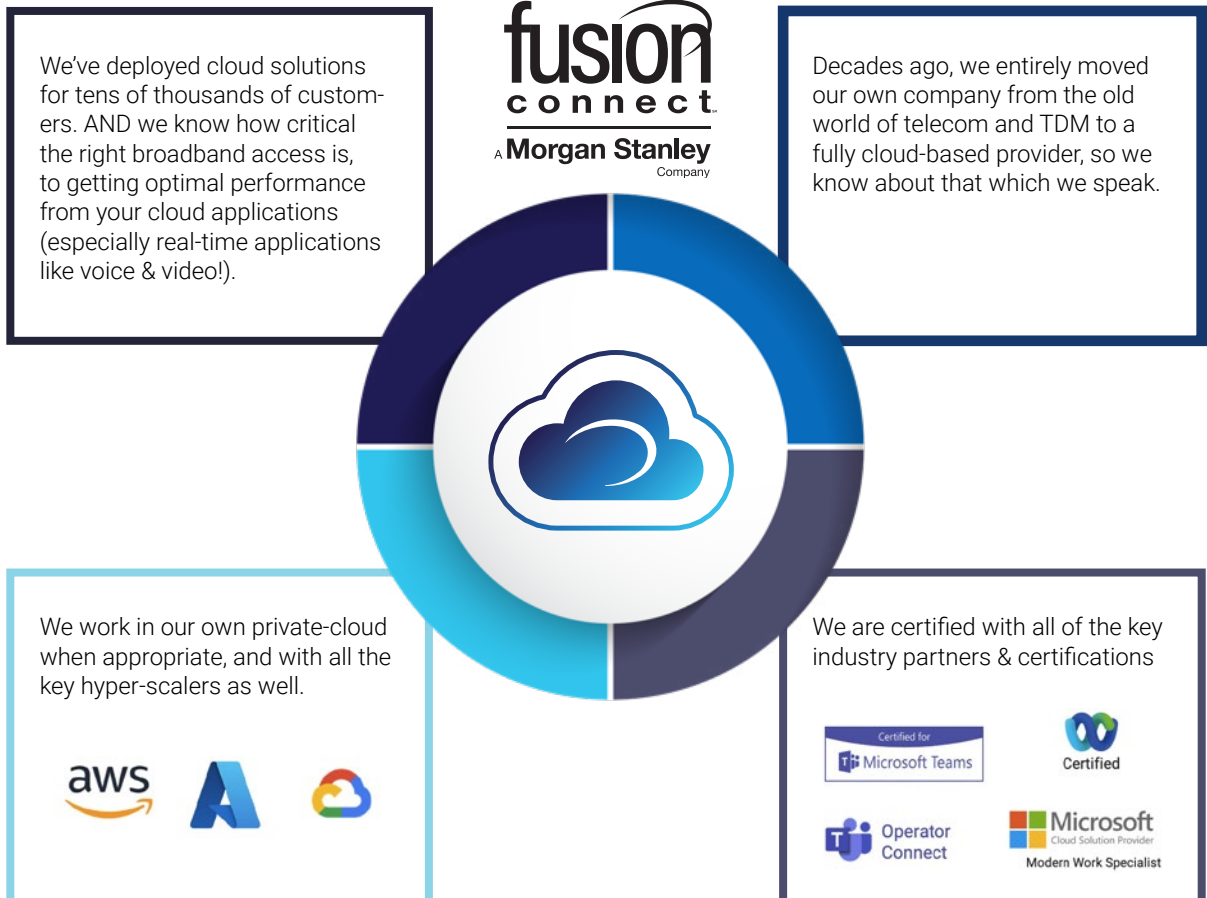## Wireless Vision upgraded infrastructure at **700+ stores**

"Fusion Connect was meticulous about tracking milestones and ensuring projects were completed accurately and on time. It was a game-changer for us."

5   Cloud Leader

Fusion knows Cloud. Full Stop. It's in our DNA. Based on our decades of experience, Fusion Connect understands deeply why businesses should move to the cloud, and how they most commonly benefit from it:

- **Ease of integration** with other SaaS applications your company already uses (e.g. Outlook, ERP, CRM, etc.)
- **Supports your hybrid workforce**, including better performance for 'Work from Home' staff
- **You'll need fewer IT staff** dedicated to managing a PBX. Your communications will become just another application that your regular IT team can manage
- **Saves money when compared to dedicated staff**, capex, opex (maintenance, MACs, etc.). Plus, save with no-charge long distance, and lower fees for international calls
- **Fewer distractions for managers and owners** frees you up to run your business, doing what you do best. Let us handle your communications and collaboration
- **Much easier to deploy/expand**, and we'll take care of it

We've deployed cloud solutions for tens of thousands of customers. AND we know how critical the right broadband access is, to getting optimal performance from your cloud applications (especially real-time applications like voice & video!).

Decades ago, we entirely moved our own company from the old world of telecom and TDM to a fully cloud-based provider, so we know about that which we speak.

We work in our own private-cloud when appropriate, and with all the key hyper-scalers as well.

We are certified with all of the key industry partners & certifications

Global reach

Industry leading experience with international communications
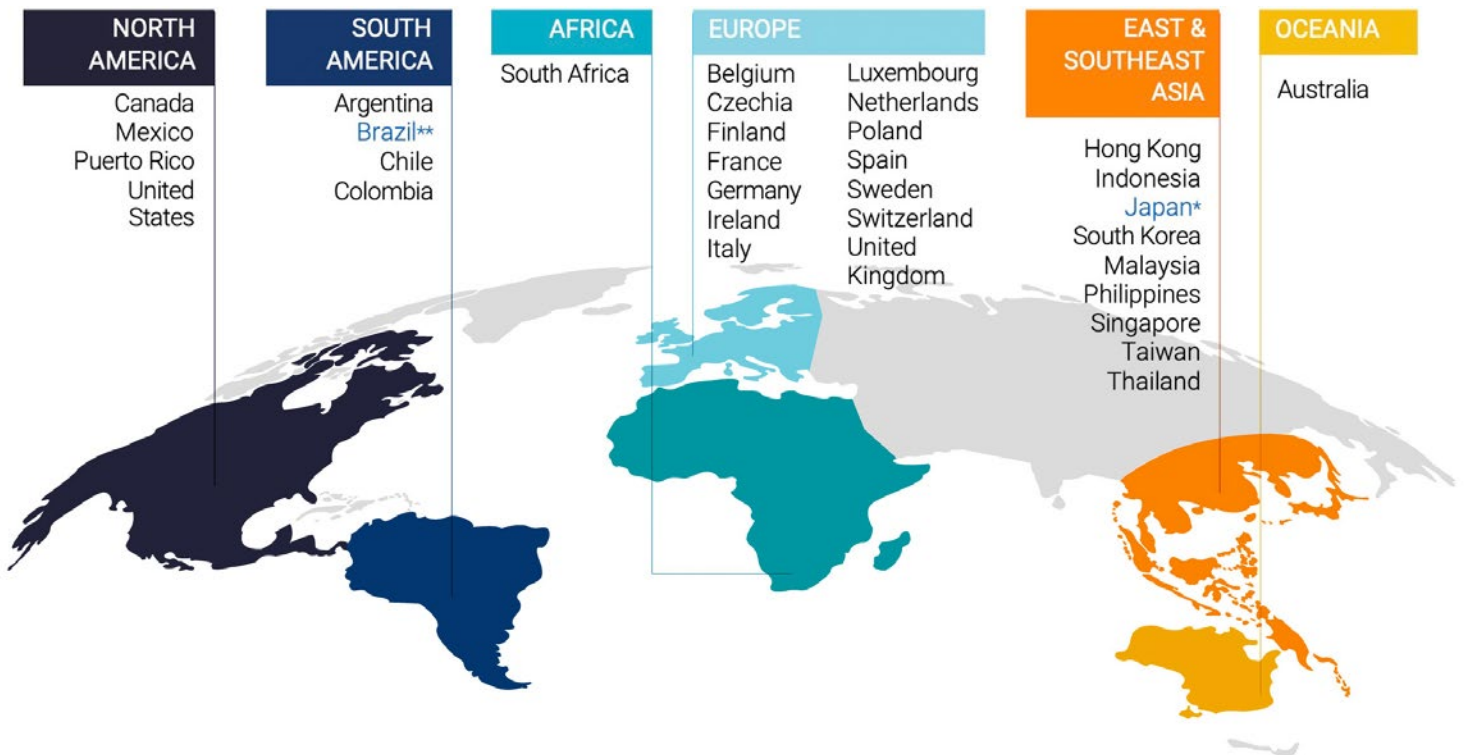
82%

Coverage of global GDP—this makes it easy to connect to where business is done. If you need something that not on our map, we can establish it.

GDP source: CIA.gov. Excludes countries under US trade embargo.

32

Countries with local calling (including with Teams)—we have some of the widest global coverage in the industry. You only need to deal with Fusion Connect

We have a local presence in MANY more countries than most of our competitors!

NORTH AMERICA	SOUTH AMERICA	AFRICA	EUROPE		EAST & SOUTHEAST ASIA	OCEANIA
Canada	Argentina	South Africa	Belgium	Luxembourg	Hong Kong	Australia
Mexico	Brazil**		Czechia	Netherlands	Indonesia	
Puerto Rico	Chile		Finland	Poland	Japan*	
United States	Colombia		France	Spain	South Korea	
			Germany	Sweden	Malaysia	
			Ireland	Switzerland	Philippines	
			Italy	United Kingdom	Singapore	
					Taiwan	
					Thailand	

*Coming soon . **Under consideration.

Award Winning

Fusion Connect has been both a pioneer and a company that keeps up with the most current technologies in our industry, constantly evolving. We started in telecom and we're now a Cloud Communications leader.

We are honored to have received many prestigious awards over the years, recognizing our technology leadership, our communications and networking expertise, and our attention to excellent customer service.

TMC names Fusion Connect a 2024 Communications Solutions Products of the Year Award Winner - Microsoft Teams Recognized for Exceptional Innovation.

Fusion Connect earns Elite 150 Honors in CRN's 2024 MSP 500 List for second year.

Fusion Connect has won a 2024 MSP Today Product of the Year Award, presented by TMC for Microsoft Teams Calling Service."

Recognized as a Bronze Stevie Award winner in The 22nd Annual American Business Awards®.

Spotlight Award
Emerging Technology
Breakthrough

Stevie Award
Sales & Customer
Service

Microsoft Teams
Calling Service

Overall Excellence
SD-WAN

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Discussion and next steps

How can we help?

Next steps: We would like to arrange a "**Discovery Meeting**" with our Solution Architects, to talk through your current state and your future needs. The goal is to identify what will make the biggest difference for you today.

Which of these topics/issues speaks to you the most?

UCaaS/with Hosted Voice

- Do you have an on-premises PBX?
- What business phone features do you rely on?
- Which cloud voice services do you use today?
- Do you have POTS lines that need to be replaced?
- Do you have ancillary services (e.g. Fax, SMS, alarms, etc)

Network Access, Security, SD-WAN

- Do you have 24/7 network monitoring today?
- What is the cost of network downtime?
- Is your network resilient/redundant, including SD-WAN?

Microsoft Teams & Operator Connect

- What are your international calling needs?
- How do you use Microsoft Office today? Do you use Teams?
- How do you address the needs of your stakeholders (users, IT admins, CIO/CFO) for collaboration tools?

Microsoft Licensing

- How do you manage your cloud services provider licensing?
- What level Microsoft Enterprise licensing do you buy today? (E3? E5?)
- Are you able to see all of your licenses in one location?

Contact Center

- Are your CCaaS solutions integrated with productivity applications (e.g., ERP? CRM? etc.)
- What are the size requirements for your CCaaS solution?

When can we get started?

Thank you!

APPENDIX: Legacy Technology Transition

Fusion Connect is THE industry expert in legacy system upgrades

We have helped thousands of customers migrate their legacy technologies to cloud solutions, efficiently and cost-effectively, because we learned from doing it ourselves.

At one time, Fusion had one of the largest legacy networks in our industry. We completely rebuilt it over many years, to today's state-of-the-art Cloud Standards, learning along the way. We will help you save money, increase collaboration, and strengthen employee/customer satisfaction.

POTS REPLACEMENT

We help you get rid of your antiquated POTS lines from that old telco. This is one of the fastest ways to save money and improve performance! Do it now, while it's under your control, before you're forced to do so by the telco.

PBX REPLACEMENT

We help you get rid of your obsolete on-premises PBX. Moving to the cloud will not only save you significant Capex/Opex, but will also improve employee collaboration and morale, as well as enhancing integration with all your other business systems (eg. ERP, CRM, Outlook, etc.).

" Customers tell us

My PBX is costing me too much and keeps breaking. I just want someone else to take care of it so I can focus on other things..