Corporate Overview

Fusion Connect is a next-generation managed communication service provider (MCSP) enabling mid-market and enterprise businesses to connect people and applications globally. We tailor our highly available cloud communication and connectivity solutions to meet the unique needs of our clients. Our services are backed by the industry's most comprehensive service guarantee, that includes on-time installation, and 100% availability guarantees for next-generation services.

Managed Services At-A-Glance

Teams Calling Services

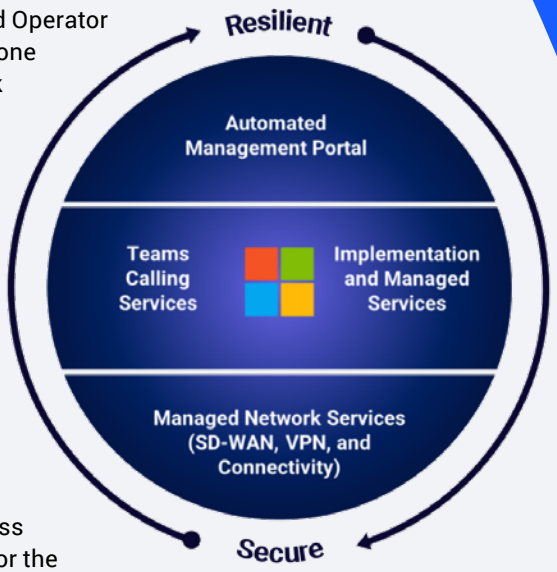
Leverage your Microsoft 365 investment. Fusion Connect offers Direct Routing and Operator Connect to deliver business class phone features to Microsoft Teams to enable phone calls on any device, including PCs, smart phones, tablets, and Teams-enabled desk phones. It turns Teams into a complete business phone system, backed by Fusion Connect's comprehensive service guarantees, including on-time installation and 100% availability for UCaaS services.

Managed Communications

A comprehensive cloud-based business communication solution for employees and contact center workers, including contact-center-as-a-service (CCaaS) to keep your business connected anywhere, anytime, from any device.

Managed Network Services

A single pane of glass to manage your technology infrastructure in real-time, with SD-WAN to encrypt data and optimize application performance, reliable Internet service for your employees and guests, and VPN to secure remote workers. Business connectivity is more than simply providing internet access. We manage and monitor the entire connectivity infrastructure to ensure availability and reliability.



Strategic Partnership

Microsoft Cloud Solution Provider

Fusion Connect is a Microsoft Cloud Solution Provider (CSP) who accelerates digital transformation by unlocking the power of Microsoft and the cloud. We are experts in Microsoft 365 license and tenant assessments. In addition, we provide more flexible licensing and billing options, and real-time Tier 1 support for Microsoft 365.

Microsoft
Cloud Solution Provider

Guarantees and Awards

Industry-Leading Guarantees

Fusion Connect provides industry-leading guarantees with 100% satisfaction and 100% uptime across selected services. Our guarantees are designed to provide peace of mind and ensure a world-class customer experience. These are the industry's most comprehensive service guarantees covering Business Voice, Unified Communications as a Service (UCaaS), and SD-WAN.

2023 MSP Elite 150 for extensive managed services portfolio

2023 Bronze Stevie for Sales & Customer Service

2022 Gold GLOBEE for Customer Service and Support Team - Department of the Year

2022 Bronze Stevie for Customer Service Team of the Year

Industry Leading Client Base

Clients across all industries and geographies

Visit **www.fusionconnect.com** to learn more.

Or, **Contact your Fusion Connect Channel Manager**

"Fusion Connect has made a strategic pivot to become a leading MCSP offering next-generation managed services that enable companies to fully capitalize on their investment in the Microsoft 365 ecosystem."

– **Elka Popova**, Vice President and Senior Fellow, Information and Communications Technologies

FROST & SULLIVAN

Financial and Business Overview

- Founded in 1997
- Privately held, partial ownership by funds affiliated with / from Morgan Stanley
- 2022 Revenue ~$300M
- 500+ Global Employees
- Global delivery capability in more than 20 countries

Global Headquarters

210 Interstate North Parkway, Suite 200 Atlanta, GA 30339

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