

SERVICES OVERVIEW



LAYERED-SECURITY

A multi-layered approach defends access points and reduces opportunities for hackers. Multiple layers of defence make it more difficult for cyber attacks.

AUTOMATION

Moving beyond the break-fix model and limitations of traditional methods, our Managed Service focuses on using the right tools and processes effectively.

REMOTE MANAGEMENT AND MONITORING

RMM enables monitoring of all critical systems, diagnostic warnings, and performance reviews. Fusion is always proactively aware of the IT infrastructure we are monitoring.

DISASTER RECOVERY

A structured process ensures Business Continuity by utilizing On-Premise hardware and Cloud replication to safeguard operations and core business functions from the impacts of a disaster.

AWARENESS TRAINING

A comprehensive approach to educating employees about real threats to your business. Regular training and phishing campaigns are used to manage a company's exposure to real threats.

EMERGENCY RESPONSE

An entire team of experts stands ready to provide support and respond promptly to any emergency involving your IT infrastructure.

SERVICE DESK

Our service desk is the "single point of contact between the service provider and users." We prefer a proactive approach to the outdated and reactive "help desk."

IT STRATEGY

Actively supporting your business strategy through IT. Understanding your needs and plans to implement and support increased efficiencies from the start.

Simply Better IT Strategy

> GROWTH STARTS WITH STRATEGY

Fusion Computing stands at the forefront of the digital landscape, offering managed IT services that address today's challenges while anticipating tomorrow's opportunities. Our holistic approach, built upon the four pillars of IT Strategy, Cybersecurity, Business Continuity, and IT Support, ensures your business is protected and ready for productivity and growth.

> BACKED BY EXPERIENCE

Experience the difference that deep industry experience and strategic insight make to align your technology initiatives with business goals. Our Senior Business Technology Specialists, with over 20 years of experience, are adept at navigating the complexities of IT planning and budgeting, ensuring your investments deliver maximum value and support your vision for the future.

> COMPREHENSIVE CYBERSECURITY

Our comprehensive cybersecurity solutions protect what matters most. Employing a multi-layered "cyber-onion" approach, we provide end-to-end protection, from proactive threat hunting to 24/7 SOC response, ensuring your business remains secure and resilient against ever-evolving threats.

> UNMATCHED BUSINESS CONTINUITY

Our business continuity strategies go beyond conventional disaster recovery. By addressing the entire spectrum of infrastructure management, from disaster planning to vulnerability reinforcement, we guarantee high levels of uptime and operational resilience. Tailored to your unique business needs, our solutions ensure you can withstand and quickly recover from any disruption.

> RESPONSIVE IT SUPPORT

At the heart of our service offering is our commitment to exceptional support. Our 24/7 team of seasoned technicians guarantees an average response time of six minutes, with more than 95% of issues resolved on the same day. This unparalleled support framework ensures your business operations run smoothly, with minimal downtime and optimal performance.

Why Choose Fusion Computing?

Industry-wide Solutions

From healthcare to logistics, manufacturing, and entertainment, our solutions are as diverse as the industries we serve, crafted to meet the specific challenges and opportunities of your business.

Strategic Partnership for Long-term Success

We go beyond the role of a service provider to become your strategic IT ally, ensuring your technology roadmap aligns with your business objectives for sustained growth and success.

Proven Expertise, Trusted by Leaders

With a legacy of over 40 years of combined leadership experience, our team offers the expertise and innovative solutions your business needs to thrive in the digital age.

Join Us on the Journey to IT Excellence

Transform your IT from a cost center into a strategic asset with Fusion Computing. Discover how our comprehensive services can elevate your business to new heights of efficiency, security, and innovation.