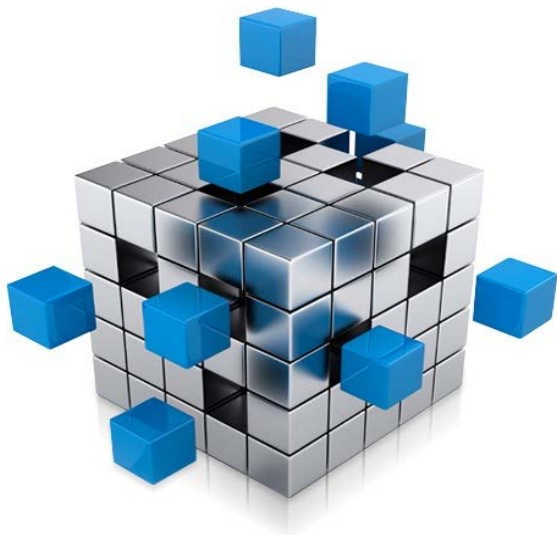


FEATURES & BENEFITS

- Maximum feature flexibility
- Save on communications and 3rd party collaboration costs
- Mobile & desktop, wherever you go
- Built-in business continuity
- Future-proof
- Admin Portal with advanced user management, service and feature configuration



FusionWorks

Ultimate Connectivity, Mobility, Collaboration

FusionWorks is a cloud-based phone, conferencing, messaging and collaboration service that combines the cost savings of cloud services with the productivity of Unified Communications (UC).

Communicating today means immediately connecting with people and information virtually anytime and anywhere. FusionWorks delivers that immediate connection with new capabilities for collaboration over multiple devices and desktop applications. It is voicemail, web, video, messaging and phone services built on an IP network, connecting businesses, employees and customers nationwide.

Reduced Costs

With FusionWorks, traditional PBX costs are eliminated. Third party web collaboration, conferencing, Instant Messaging and Presence (IM&P) services such as Microsoft Lync are no longer required. All on-net calls are free and you can maximize your savings by selecting a usage plan suited to your business.

Maximum Productivity

Use FusionWorks to connect with co-workers across the country for a video or conference call with a simple click. Review documents real-time anywhere with our fully integrated desktop collaboration suite. Upgrade your business with a full-fledged call center or corporate IM solution, with zero integration cost. Use flexible seating to mimic a user's phone settings on a designated host device. The Fusion Administrative Portal aids with advanced user management, service and feature configuration at your fingertips. All this and more, available with FusionWorks.

Ready for Tomorrow

Add services, usage bundles and applications as your business evolves. What's more, as new technologies such as Web Real-Time Communication (WebRTC) gain industry support, your FusionWorks solution will take your business to productivity levels you couldn't imagine yesterday.

Service Excellence

Fusion has reached one of the highest levels of customer retention in the industry with some customers exceeding 20 years of service. Find out how your customers can experience the same level of satisfaction by contacting us at 866.885.0014.



Services and Equipment

With FusionWorks, assign each employee and phone location a service package and handset best suited to the specific need. Unlike other PBX solutions, add as many users as needed when your business evolves, with no need for additional equipment. What's more, add cloud-based enterprise-grade features in an instant, such as a call center, and unleash the power of cloud communications.

INDIVIDUAL SERVICE PACKAGES	EQUIPMENT	OPTIONS
Common Area Seat Voice Seat Collaboration Seat Concurrent Call Path (call paths must be ordered if seats are ordered with no usage included)	Polycom SoundPoint IP 335, 450, 550, 560, 650, 670 Polycom SoundStation IP 6000 Polycom VVX 300/310, 400/410, 500, 600 Polycom VVX USB Camera (video calling) Polycom VVX/SoundPoint Expansion Modules Cisco SPA 112, SPA 8000 Mediatrix 4104, 4108, 4116, 4124 Edgewater Networks QoS Router	Administrative Portal Billing Administration Portal Voice Administration Portal Audio Conferencing Portal Fusion Anywhere Portal Unified Messaging Portal Call center queue (standard or premium) Call center agent add-on (standard or premium) Call center agent software client (agent or supervisor) Individual audio-conferencing room Auto-attendant (Basic) Auto-attendant (Advanced) Hunt Group Receptionist software client Voice mailbox Remote Call Forwarding (RCF) Fax Service US, international toll-free Directory listings (local, toll-free) Local DID, out-of-market DID Call Recording Web Collaboration Flexible Seating

Our Approach to Customer Excellence

At Fusion, we understand your IT environment and communications needs are unique and constantly evolving. Our staff knows what it takes to implement an enterprise-wide telephony solution without any interruption of service. From IP connectivity and network design, to service and usage plan selection, equipment installation and training, we handle each customer engagement as an individual project, with a human touch most service providers can't match. Our proven methodology has assisted many enterprise customers in successfully migrating to FusionWorks and transforming their business as a result.

ASSESS	ARCHITECT	DESIGN	IMPLEMENT	SUPPORT
Evaluate calling patterns and usage Review call flows and team functions Review user/location requirements	Select usage, seat, add-on pricing options Document business continuity plan Recommend network upgrade (if applicable)	Document individual seat service options Document Call Routing/Queue plan Select service packages and options	Provision/port-in DIDs Provision hosted seats Implement Queue plan, ACDs Portal training	Call troubleshooting Individual/group reconfiguration Handset replacement (if applicable)

