

## Who We Are

As a leading cloud communications provider, [Fusion Connect](#) takes pride in delivering a full suite of managed services that remove all the complexity so customers can focus on running their business. We use our deep technical expertise, US-based support team, and industry know-how to build the 'right-fit', best of class communications and collaboration solutions.

### Quick Corporate Facts:

- **Morgan Stanley Investment Management portfolio company**
- **2025 \$200M company, \$18M in EBITDA**
- **345 employees**
- **12,000 active customers**
- **NPS: +43**
- **CSAT: 4.6 (out of 5.0)**
- **Industry award-winning**



Newsweek's Most Admired Workplaces for 2026



2025 Achievement in Customer Experience



Top Cloud Communication Solutions Provider 2025



Communications Solutions Products of the Year Award

## What Sets Us Apart

Fusion Connect is unique in providing exceptional customer support backed by an industry-leading, uptime service guarantee, 24/7 support, and a customer-first approach. Fusion Connect blends one-vendor simplicity with proven experience and expertise across a full suite of connectivity and communications capabilities.

- **U.S.-Based, 24/7 Support with a Proactive Approach:** Our dedicated, U.S.-based support team is available around the clock—proactively managing the needs of our customers and ensuring issues are resolved quickly and thoroughly. Every customer gets a named account resource to follow up and advocate on their behalf.
- **Comprehensive, Full-Stack Service Provider:** As a true full-stack provider, we deliver end-to-end solutions—from connectivity and unified communications to managed network and security services. Our customers gain a single partner with deep expertise across their entire technology landscape, simplifying management and accountability.
- **Guaranteed Service Quality:** We back our solutions with clear, industry-leading service guarantees to ensure reliability, satisfaction, and ongoing business success. Our track record of high CSAT and NPS scores reflects a tangible commitment to measurable results you can count on.

Notable global and regional brands trust Fusion Connect for their mission-critical communication services needs including **Fortistar**, **CMFG Life Insurance Company** and **First Federal Bank of Kansas City** among many others.