

Direct Energy selects Fusepoint for key outsourcing agreement

Company awarded managed infrastructure services contract

TORONTO, ONTARIO – December 14, 2004 – Fusepoint Managed Services, a leading provider of outsourced IT services and infrastructure is pleased to announce it has been awarded a significant managed infrastructure services contract by Toronto-based Direct Energy.

Direct Energy is North America's largest competitive energy and home and business services retailer with over 5 million customer relationships. The company offers fixed price energy contracts; HVAC sales, installation, maintenance and repairs; Protection Plans and building automation services.

The long-term agreement provides a high availability environment that is designed to provide Direct Energy with performance and reliability for its mission critical systems.

“Direct Energy can commit to its customers that they have taken the steps to provide the highest availability of their mission critical applications,” said Robert Offley, president and CEO of Fusepoint Managed Services. “With millions of customers relying on Direct Energy to heat their homes and power their businesses, this is an extremely important assignment. We are very pleased that Direct Energy has entrusted Fusepoint with this undertaking and we look forward to a successful long-term relationship together.”

Leading organizations such as Direct Energy, Capgemini and Bell have selected Fusepoint after extensive due diligence for its fully redundant data centre in Toronto, as well as its technical expertise.

“As we grow our business we need partners who are capable of expanding their services to meet our continuing needs while maintaining the committed level of service,” said Bernie Gillies, Chief Information Officer, Direct Energy. “We are confident that Fusepoint is the right partner to help us maintain high availability of our critical systems.”

About Fusepoint Managed Services

Fusepoint Managed Services is the leading provider of managed IT services and infrastructure for companies running mission-critical business applications. Supporting all levels of business, Fusepoint's scalable solutions include managed infrastructure hosting, managed application infrastructure services, e-business security and business continuity.

Built on a foundation of unrivaled technical expertise and proven operational processes, Fusepoint's managed IT solutions are SLA-backed, easily scalable and designed to reduce IT cost structures while mitigating risk of service disruption. Picked as a “company to watch in 2004” by IDC Canada, Fusepoint maintains a national network of state-of-the-art data centres and offices strategically located in Toronto, Vancouver, Calgary, Montreal and Quebec City. For more information please visit www.fusepoint.com.

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