

Fusepoint fuels aggressive customer growth by adding professional services, partnerships and new veteran IT industry Board member

January 28, 2003

Company's evolution follows a year of unprecedented growth, expansion and momentum in Canada's burgeoning market for managed IT services

TORONTO/VANCOUVER - Capping a banner 2002, Fusepoint Managed Services today announced it is accelerating the company's aggressive expansion plans for the North American managed IT services market by adding a unique suite of professional services to its existing product portfolio. The addition of the professional services arm expands Fusepoint's offerings beyond those of traditional hosting providers to meet the evolving needs of current customers and future prospects. The company today also announced the appointment of Peter Bowie, chief financial officer, Platform Computing to Fusepoint's Board of Directors..

With more than 350 per cent growth over the past three quarters and 100 per cent customer retention sustained at the close of 2002, Fusepoint will continue to target and offer professional and fully managed IT services solutions to mid-market businesses and large departments within Fortune 1000 organizations across Canada and into the United States in 2003.

"Our customers clearly recognize the cost, time-to-market and security advantages of making Fusepoint their most trusted IT advisor," said Robert Offley, president and chief executive officer, Fusepoint. "Coupling in-depth business and technical expertise with our full suite of fully managed IT services allows us to guide clients through all aspects of their IT initiatives. By going well beyond the 'ping, power and pipe' offerings now crowding the marketplace, Fusepoint delivers customers complete business solutions."

Recent data by leading industry analyst IDC Canada points to a rapidly escalating market for managed services in Canada. "Web hosting provides an efficient and rapid way for companies to gain an immediate Web presence," said Dan McLean, director of outsourcing and IT utility research for IDC Canada. "Managed hosting services in particular are expected to generate high customer demand in Canada - upwards of more than 25 per cent on average each year over the next five years."

Industry-unique professional services portfolio

In addition to having the market's most robust managed services suite, Fusepoint also leverages the unrivaled depth of technical knowledge and experience of its certified Solutions Architects to assist customers in the assessment, design, implementation and management of key technology and infrastructure projects. Available professional services include:

- *System migration and integration, such as server and system integration, remote data mirroring, application transition and upgrades*
- *eBusiness security, such as full security reviews and audits, firewall configuration and intruder detection and response*
- *Network architecture design, such as network troubleshooting, performance optimization and WAN/LAN integration*
- *Business continuity/disaster recovery, such as business resumption planning; disaster recovery planning and facilities; database failover, clustering and recovery; and server mirroring*
- *Intranet/extranet optimization, such as VPN engineering and troubleshooting; hardware migration; and network and database optimization*

2002: Significant business evolution, tremendous customer growth

Several dozen customers chose to work with Fusepoint in 2002 including:

- *AGF Management*
- *Agropolis*
- *Chalk Media Services Corp.*
- *Dymaxium Inc.*
- *Emailtopia*
- *Four Seasons Hotels & Resorts*
- *North Shore Credit Union*
- *OmniRIM*

Bench strength and industry expertise

Fusepoint also announced today that it has added considerable bench strength and expertise to its Board of Directors with the appointment of Peter Bowie. Mr. Bowie is currently chief corporate officer and chief financial officer, Platform Computing, where he leads Platform's corporate services group and is responsible for the Finance, Information Technology, Human Resources and Legal groups and the key processes related to corporate planning, mergers and acquisitions and investor relations. Prior to joining Platform, Bowie was Chairman of Deloitte & Touche Canada, a member of the firm's Management Committee and a member of the Board and Governance committees of DTT International.

"Fusepoint's expanding customer base clearly shows that it is filling a distinct gap in the North American hosting and IT services market," said Mr. Bowie "Fusepoint has clearly demonstrated that it has the infrastructure, differentiated services portfolio, experienced leadership and technical expertise required to stake a large claim in this lucrative and rapidly expanding market. I look forward to working with Fusepoint as it continues to aggressively grow its customer roster and expand its footprint through North America."

Collaborative Partner's Program

Earlier this month, Fusepoint launched its multi-tiered Fusion channel partner program and announced new collaborative partnerships with organizations such as the Aston Group. By engaging in the Fusion partner program, channel partners are able to increase their revenue and deliver greater value to their customers, without capital expense, by integrating Fusepoint's cost-effective, fully managed IT solutions into their own customer offerings.

At each level, partners are guaranteed success through full extranet support and a graduated program of sales and marketing initiatives that can include training, joint event marketing, and joint business planning. As revenue opportunities and closed deals grow, partners are eligible to participate in incremental commissions plans ranging from six to 10 per cent.

Ontario Data Centre Acquisition Opens New Doors

A highlight in 2002 was the company's expansion into Ontario with the acquisition of an 85,000 square foot data centre in the Greater Toronto Area. The move ensures 99.999% uptime of its customers' intranet, extranet and web sites.

The centre, formerly the banking and e-commerce hub of a major bank, has the following features:

- *High security including NATO-, missile-proof walls, built-in firewalls, multiple man-traps and 24X7 guards;*
- *Separate links to the city's hydro sub-stations;*

- *Multiple layers of back-up power generation (three generators, back-up batteries and two UPS systems consisting of five modules) that enable the centre to be self-sufficient for over three days without refueling;*
- *A unique, multiple air-filtering system located around the periphery of the data hub to ensure the cleanest, coolest environment for servers;*
- *A sophisticated fire suppression system;*
- *A direct digital building monitoring system encompassing over 2000 individual points such as water, temperature, cooling and heating;*
- *A fully redundant network; and*
- *High-speed, fibre Internet connections.*

Fusepoint Managed Services is a leading North American provider of fully managed hosting and IT solutions tailored to the needs of mid-sized and large enterprises. Combining unrivaled technical expertise and state-of-the-art data centres enables Fusepoint to partner with clients through all pivotal phases of their IT initiatives - planning, design, implementation, management and hosting. Delivering significant cost, time-to-market, security and staffing advantages, Fusepoint's solutions include system migration and integration; e-business security; network architecture design; business continuity/disaster recovery; and intranet/extranet optimization.

Founded in 1999, Fusepoint is a privately held company with offices and data centres in Toronto and Vancouver, Canada.

-30-

For more information, please contact:

Sylvia Bauer
Director of Marketing
Fusepoint Managed Services Inc.
Tel: 905.363.3737
E-mail: sylvia.bauer@fusepoint.com

Deborah Rowe
Environics Communications
Tel: 416.920.9000 ext. 265
E-mail : drowe@pr.environics.ca