



Greetings,

Since the last edition of this newsletter, we at Fusepoint have been busy undergoing a series of significant operational enhancements and have also launched an exciting new service supporting VMware. Our business is growing at more than triple the industry rate this year and the investments we continue to make in the areas of product development; certification; infrastructure upgrades; and best-practices will further increase value in the services we provide your organization.

The most significant improvement we made over the summer season was the implementation of Opsware. In the data centre automation arena, Opsware is the leader and through acquisition it recently became part of the HP portfolio of systems management products. For those familiar with this technology, you likely already know the benefits. For those who have not been exposed to Opsware, you can read more in the [Fusepoint Update](#) section. Another major project we are working through in all our facilities is a refresh of our entire network infrastructure to current, state-of-the-art technologies. These upgrades will help improve the reliability of our network and allow scalability for future expansion.

VMware is one of the hottest technologies in IT. It can have tremendous cost and functional benefits for deploying and managing infrastructure. For a better understanding of virtualization and what Fusepoint now offers, visit the [Product Highlights](#) section.

In closing, I would like to thank you for your continued support and I wish you the best of personal and business success as 2008 rapidly approaches.

Best regards,

George Kerns
President & CEO
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HOT off the Press!

Fusepoint Managed Services Data Confidence Survey

We recently engaged the services of Leger Marketing to interview 1,200 executives and employees across Canada to determine the level of confidence people have in the security of their personal and digital data. A few of the highlights were as follows:

- Nearly half of Canadian executives felt their company's confidential data is at risk
- More than two-fifths of executives (42%) have no idea what the dollar value associated with a security breach would be to their business
- 85% of working Canadians are concerned about personal information being stored in online databases and 12% say they have been a victim of identity theft or know someone who has
- 22% of working Canadians admits to taking greater care of their own personal information than that of their clients or customers, and one in six (17%) report that their company has been affected by a security breach.

To view a broader summary of the findings, click [HERE](#) for a copy of the press release.

Opware - A Higher Level of Managing Infrastructure

By implementing Opware's Server Automation System, Network Automation System, Process Automation System and Visual Application Manager, Fusepoint has improved visibility and control over its Data Centre operations. Together, these products enable Fusepoint to automate patching; configuration management; change management; and compliance, while standardizing our environment in accordance with ITIL best practices. This software also helps us reduce lead time when implementing new, fully managed servers and firewall rules. This significant enhancement to our existing competencies will enable us to improve our delivery of the most efficient, high-quality managed IT infrastructure available. Click [HERE](#) to visit the Opware website for more information.



Core Distribution Switch Upgrades

As part of a comprehensive refresh of our network technologies, Fusepoint has been upgrading its entire Network Infrastructure, including Cisco core routers, distribution switches, firewalls, and F5 load balancers to current industry-leading products. This is a sizeable investment that is taking place in our facilities across Canada and the key benefits will be increased capacity, scalability and improved network reliability. These new devices will provide these key benefits now and well into the future.

New Customers in Q3-2007

As demand for managed IT infrastructure continues to grow, so does our customer list. Some of our recent customers include: **Iron Mountain Canada** - *Data and document security and storage*; **Fasken Martineau** - *Legal Services*; **Celltrak Technologies Inc.** - *Health Care Communications technologies*; and **Resolver Inc.** - *Compliance and enterprise risk management solutions*

New VMware Services

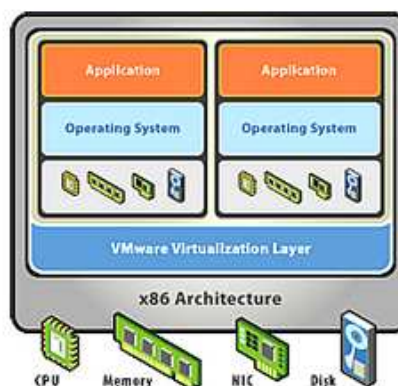
In recent years, virtualization has become a trusted mainstream technology bringing cost, performance, redundancy and manageability advantages to IT infrastructure. In general terms, virtualization simplifies a computing environment by allowing multiple independent virtual operating systems and their applications to run on a single physical server. Although Citrix has a solid market presence and Microsoft continues to make strides into the virtualization arena, VMware continues to lead the market with its suite of VMware Standard and Enterprise Infrastructure solutions.

At Fusepoint, we have selected VMware as the preferred virtualization product on which to run many of our core systems requiring either a hardware refresh or server consolidation. With extensive training and VMware Certified Professional (VCP) designations, our technical staff is now poised to leverage this expertise and help Fusepoint take a leadership role in offering fully managed hosting services utilizing the VMware platform.

System without VMware Software



System with VMware Software



VMware (VI) features its flagship ESX Server 3 virtualization platform which offers flexible, high-availability functionality for Fusepoint hosted environments. Here are some other key benefits:

- **Increased hardware utilization** by reducing hardware requirements through server consolidation since multiple virtual machines run on single physical processors
- **Contained server sprawl** by running software applications in virtual machines on fewer, highly-scalable, reliable enterprise-class servers
- **Simplified infrastructure provisioning** by reducing the time for provisioning new infrastructure to minutes with sophisticated configuration automation
- **Streamlined software test & development** by consolidating disparate development, testing and staging environments involving multiple operating systems and multi-tier applications
- **Efficient workload consolidation** by provisioning virtual machines that can be moved from one physical server to another

We continue to test new configurations and options that will benefit our managed hosting customers. Stay tuned for more announcements surrounding VMware developments and offerings in the coming months. For more information on adding virtualization to your solution, please click [HERE](#).

Managed Firewall Service

A firewall is the first line of defence to protect your computing environment against malicious attacks from the public Internet. Without a firewall, unauthorized users can penetrate your servers, leaving your company's mission-critical information exposed - this can hurt your bottom line and reputation. Fusepoint offers a Managed Firewall Service for all colocation and fully managed hosting customers based on Cisco technology. Our networking and security experts consult with you to configure our firewall infrastructure for your server environment and assist you in creating proper rule sets for your business needs. Simply notify us of any rule changes and we will manage the firewall so you can concentrate on your applications. If you are currently evaluating a new firewall solution for your Fusepoint environment, or need added protection, ask us first!

Org-Matters Solutions Inc.

Org-Matters Solutions Inc. is a Canadian company and licensed partner of John Wiley & Sons Publishing's "For Dummies" brand. They develop organizational products designed to help customers manage important information with simple and easy-to-understand life-tracking tools. According to Org-Matters CEO and product creator, Michael Schweizer, "Consumers today are overwhelmed with key documentation in a life that always seems to be too hectic and too stressful. OrganizeMY has built a functional software program that makes it easy to grab those key documents, save them, file them in pre-loaded folders and store them logically on your computer." Click [HERE](#) to visit the Org-Matters website.



The Challenge

The OrganizeMY Electronic Filing Cabinet For Dummies software download turns chaos to sanity by enabling users to save and file all of their vital information in an easy-to-use structure. Just recently launched, OrganizeMY has generated tremendous consumer interest; recording 15,000 downloads alone in the first 30 days of availability. Delivering ultra high availability and advanced security is paramount when serving the financial community, so finding a provider offering a service level guarantee was essential. In addition, as the needs of Org-Matters' business change and more users come on board, having an environment that could scale on demand without costly build-outs was an important requirement.

The Approach

Fusepoint provides Org-Matters with a fully managed hosting environment - guaranteeing the security, availability and performance of its website at all times and providing easy scalability for future growth. Fusepoint also hosts and manages the Org-Matters' communications infrastructure on a dedicated Microsoft Exchange platform.

Results

"Scalability is essential due to the tremendous response rate that we've had to date," said Michael Schweizer, President and CEO of Org Matters. "Fusepoint has delivered a fully managed environment with data back-up and bandwidth resources that align with our current and future needs. From response times to actual implementation, all promises have been kept. The folks at Fusepoint are responsive, nimble and just plain good at what they do. We have embarked on a major growth phase that includes: a Vista certified launch in North American retail stores on May 21; a major DSL internet download partner launch; 2 more major Canadian banks; 2 major North American life insurers; and 2 major US online reseller relationships. With Fusepoint, we know we're in great hands."