

Executive Overview

Fusion Connect, an industry leading cloud communications provider, removes complexity so customers can focus on running their business. We use our technical expertise and industry know-how to build the 'right-fit' communications and collaboration solutions for our customers, be it managed connectivity and network access, UCaaS, CCaaS, SD-WAN, or managed security. Fusion Connect takes a unique customer-first approach to building, implementing, and supporting customized solutions with uptime performance backed by an industry-leading service guarantee.

Product & Service Offerings

Managed Network Access

Reliable and secure network connectivity is crucial for success. Fusion Connect's fully managed internet access services provide the perfect solution, offering tailored connectivity options including SD-WAN, connectivity (wireless, broadband, satellite), and more. With 24/7 monitoring and built-in redundancy, our services ensure continuous operation and adapt to your evolving business needs.

Collaboration Platforms

At Fusion Connect, we understand that every business has unique needs, and that's why we match you with the perfect collaboration platform to achieve your objectives. Our UCaaS solutions seamlessly integrate voice services with leading platforms like Microsoft Teams and Cisco Webex, empowering your team to overcome obstacles and innovate with ease.

Specialized Add-on Solutions

Our specialized add-ons, including Contact Center as a Service

(CCaaS), Microsoft Licensing, and AI readiness, are designed to meet your unique business needs. Whether you have a small team or a large organization, we offer scalable, flexible, and adaptable solutions. Our experts optimize Microsoft licensing and guide you through AI adoption, ensuring seamless integration and enhanced collaboration.

Sales Engineer Take On Best Fit

Fusion Connect is a managed services provider (MSP) specializing in connectivity, SD-WAN, SIP trunking, basic contact center and MSFT Teams voice + CoPilot and other MSFT Licensing. They have customers spanning SMB thru large enterprise and across several different verticals like Healthcare & Retail. If your customer is looking for one provider to handle several aspects of their business communications and connectivity then Fusion connect is a great option.

- Hunter Edmisten, UC/CC/AI FSE

Key Features & Differentiators

F is for Full Stack. We offer a complete set of products, all from one vendor. One contract, one number to call, one invoice. Zero finger-pointing.

U is for USA. American-made, American-owned, American-operated, American-staffed. We're here because you prefer it that way.

S is for Support. We deliver a flawless experience, from Support, to On-boarding, to CX. We are long tenured, on-shore, deep experts in

operations.

I is for Industry Leading Guarantees. We stand behind our

products/services with the best guarantee in the industry, covering price, installation, and satisfaction.

O is for Obsessed, Customer Obsessed. In an industry where competitive products can often look the same, we are different. We make all decisions through the lens of our customer. We will do whatever it takes to do right by you.

N is for Network, Network Uptime. Fusion operates a fully redundant, failover-proof network that delivers “five 9’s” performance and a 100% uptime guarantee.

Qualifying & Technical Questions

1. Are you still relying on analog copper phone lines (POTS) for mission-critical systems like security alarms, elevator phones, or fire panels?
 - If so, how are you managing costs and mitigating shutdown risks?
2. Have any of your legacy POTS lines received retirement notices—or would you guess they're still being billed at inflated copper-line rates?
3. What challenges are you facing in transitioning away from legacy phone infrastructure—installation complexity, compliance (like NFPA72 for fire systems), project visibility, or uptime concerns?
4. Tell me about your current wide-area network setup. Are you exploring or using SD-WAN to improve performance, application control, and failover across locations?
5. If you're already using SD-WAN or thinking about adopting it, what factors are top of mind—cost, multi-carrier flexibility, centralized management, or securing voice application performance?
6. Are you coordinating multiple connectivity types (like broadband, 5G, satellite) across sites? If so, how's that working for visibility, failover, and cost control?
7. How well does your current solution protect against outages—especially for cloud-based voice or unified communications—and how quickly can your network auto-recover or shift over?
8. Would a single-vendor, fully managed, US-based setup for POTS replacement, SD-WAN, and network access simplify things—while locking in costs and uptime?

Elevator Pitch

Fusion Connect is a Managed Communication Service Provider offering a full stack product suite from networking and managed services that power your unified communication needs to specialized services and applications. We offer an industry leading service guarantee, 100% US based support and extensive global reach all from one vendor; one bill; one hand to shake. All of this increases your probability for success and YOUR earnings potential with our generous commission plan and spiffs – even on renewals.