

Fusion Business Solutions

Corporate Overview

Updated Jan 2008



Summary

Fusion is a leading ITIL and Service Management consulting and systems integrator specialising in BMC Software solutions. In the last 10 years the organisation has grown to be the largest consultancy in Europe that specialises exclusively in BMC Software solutions.

Solution Areas

- Service Desks for Incident and Problem Management
- Change and Configuration Management
- Asset Management, CMDB and Discovery
- Service Level Management
- Event and Service Impact Management
- Software Distribution, Discovery and License Management
- Customer Service Management
- HR Service Management
- Telco OSS/BSS

Services

- ITIL based consulting, reviews and audits
- Project and programme management around service management projects, implementations
- Managed services and support around BMC products
- Technical consulting, architect and configuration services
- Account management
- Hosting and On-Demand capabilities

Key Products

- BMC Remedy IT Service Management suite (Incident, Problem, Service Level Management, Asset and Change Management and CMDB)
- BMC Configuration Management (formerly Marimba)
- BMC IT Service Desk Express (formerly Magic)
- BMC Performance Manager (formerly Patrol)

BMC Relationship

- Elite BMC Solution Provider authorised to resell, implement and support BMC products
- Advanced Support Centre for BMC with global 24X7 coverage and certified engineers
- Largest BMC partner in northern Europe and UK in revenue to BMC Software
- 150 currently supported customers and completed over 250 projects
- Fusion consultants are RAC certified and ITIL trained
- Part of BMC ITSM Consortium and member of BMC Partner Advisory Council
- BMC partner for more than 10 years

Markets and Customers

- All major vertical markets including financial services, telecommunications, public sector, retail, business services
- Our customers include many multinationals like Visa, JP Morgan Chase, Sony, around 20 FTSE100 companies like Royal Bank of Scotland, Cadbury and Cable & Wireless and many other quoted and unquoted companies for whom we work on a global and regional basis



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Other Partnerships

- Aeroprise (authorised reseller) and Mobile Reach (authorised reseller)
- Retain (scheduling software)
- Abydos (authorised reseller)
- Additional Technical Integration Partnerships:
HP Open View, Tideway, CA, Centennial, Business Objects, Micromuse

Financial Information

- Founded in 1996 and currently a private limited company
- Fusion grew at 25% in 2007 and over 60% in 2006 and have had 22 consecutive quarters of profitability
- A1 D&B rating with no debt
- 80 Employees including our Offshore Development Centre

Offices

- Headquarters – London – Unit 1, Wallbrook Business Centre, Green Lane, Hounslow, UK

Why Fusion?

- As a service provider our number one priority is customer satisfaction with the aim of working as a partner with our customers for the long term
- 10 years of stability, the key to working with any service provider
- Trusted Service Management advisers to over 150 organisations
- A team of people with the depth and breadth of experience in BMC service management solutions
- Confidence in knowing that Fusion has always delivered
- Growth based doing more business with existing customers along with new customers

Management Team

- Mark Lyttle, Managing Director, led the buyout of Fusion Business Solutions in 2002, and has built a Management team that is regarded as one of the strongest in the Service Management marketplace and has achieved compounded annual growth in last 3 years of 35%
- Raj Jandu, Sales Director first joined Fusion in 1998 and has been leading Fusion sales efforts for the last 5 years
- John Mohan, Finance Director joined Fusion in 2000
- Michael Woods, Professional Services Director is responsible for all project delivery and joined Fusion in 1998
- Gary Pruden, Technical Director, joined Fusion in 2005 and was previously a founder and director of ETC
- Gavish Patel, Support Services Manager, is responsible for the Fusion Support Centre and first joined Fusion in 1998
- Ciaran McCann, Service Delivery Manager, is responsible for Fusion's Managed Services and joined in 2006 from one of our customers, NTT Europe.



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