

PRESS RELEASE

FusionExperience excels in growing its cloud support offering

Delivering support and ongoing development infrastructure through the cloud

London, U.K. – 15 October 2013 - [FusionExperience](#) has today announced that it has extended its cloud-based support due to increasing demand for its services from the US and India. Using Salesforce.com's Service Cloud, FusionExperience now delivers an on-demand, online support facility and has designed a robust ISO 27001 accredited cloud platform to increase the level of service that it offers to customers.

In the last year, FusionExperience's cloud service has achieved the following milestones:

- **Enhanced performance:** the platform receives 10,000 per cent more connections than its previous server
- **Commitment to SLAs:** 100 per cent record for resolving notified issues within a 24 hour window
- **Consistent delivery:** 100 per cent up-time for both the live site and service infrastructure
- **Full support:** delivered for both support fixes and major system upgrades
- **Geographical support increased** from the UK and US to global regions

Steve Edkins, chief executive officer of FusionExperience, comments on the latest success: *"The ongoing development of our cloud services, makes us the first choice for companies that are looking for support for both the development and maintenance of cloud platforms. In addition to our established Salesforce.com customers, our expert knowledge of implementing cloud platforms means that we continue to engage in new partnerships and support the growth of many of our key business partners."*

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About FusionExperience

FusionExperience is an innovative business and technology services company. We fuse our deep domain expertise in the investment, insurance, telecommunications and complementary markets internationally, with technology from our group companies and industry leading partners such as Salesforce.Com and SAP, to build platforms and applications to meet specific business needs. Our purpose is to add value to every one of our client's businesses through services and solutions. We operate across multiple sectors, working fast and smart in a world where time is the scarcest resource.www.fusion-experience.com