



## Fused Solutions

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### **Kraus and Hulme Appointed as Members of Fused Solutions' Board of Directors**

(Potsdam, New York – March 1, 2002) Fused Solutions, a leading provider of comprehensive contact center solutions, announced the addition of Steven Kraus and Michael Hulme to its Board of Directors. Kraus and Hulme will advise in the development of a long-term company strategy and the execution of that strategy.

“The addition of these members marks a significant milestone in the Company’s future,” added Mark Cornett, General Manager of Fused Solutions and recently announced Board member. “Each of these members brings extremely valuable experience to our vision of moving to a consultative approach and using our product lines as the solution elements.”

Steven Kraus brings nearly a decade of product and strategic corporate development experience to Fused Solutions, and significant insight to the Company's product development and positioning strategies. He does so by aligning those activities with an in-depth understanding of marketplace needs and leading edge technologies.

“I am thrilled and honored to join the Fused Solutions’ team. I look forward to assisting Fused Solutions in building upon its existing foundation and growing market presence, business volume, its organization, and its employees. Having had the exposure to observe Fused Solutions' evolution to date I'm truly excited to now be a part of the talented and collaborative team,” stated Kraus

As both Chairman of Teleconomy Group Plc, a commercial research company specializing in behavioral research, and a Senior Research Fellow at Lancaster University Management School, Michael Hulme's background combines lecturing and tutoring at universities in the UK and overseas, with a successful commercial career as an entrepreneur, having founded and harvested a number of businesses. Mr. Hulme provides critical insight and experience to the strategic direction of Fused Solutions, and the Company's evolution as a provider of professional contact center solutions.

“Fused Solutions has taken great strides to improve quality and product development. I am thrilled to begin participating in this process. I look forward to witnessing the development this promising young company is positioned to accomplish,” projects Hulme.

Veteran board members include Mark Cornett, president and general manager of Fused Solutions, J. Thomas McCarty and Andrew P. McAdoo, chief financial officer and president of Nicholville Telephone Company, Inc. respectively.

### **About Fused Solutions**

As a subsidiary of 100 year-old Nicholville Telephone Company, the origins of Fused Solutions stem from its affiliate ISP, Slic.com. Started in 1995, Slic.com began technical support outsourcing in 1998, and was incorporated as Fused Solutions in January of 2002. Throughout this time period, Fused Solutions continually enhanced its contact center capacity, infrastructure, and effectiveness with improved process and technology investments. Recognizing the advanced capabilities Fused Solutions had developed in-house, the Company today positions itself as a high-quality provider of comprehensive contact center solutions, including contact-center services, CRM technology, workforce management, and IP telephony. For more information, call (315) 265-3400 or visit the Fused Solutions Internet site at [www.fusedsolutions.com](http://www.fusedsolutions.com).

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