



## Fused Solutions

51 Main Street, Suite 100, Potsdam, New York 13676  
315.265.3400 315.265.3286 fax

For immediate release:

Contact: Mark Cornett [markc@fusedsolutions.com](mailto:markc@fusedsolutions.com)

### **Fused Solutions Appoints Chuck McGee as Director of Business Development**

(Potsdam, New York – July 15, 2002) Fused Solutions, a leading provider of comprehensive contact center solutions, appointed Chuck McGee as Director of Business Development. Mr. McGee will be responsible for leading the Company's new-client acquisition effort and the marketing of its existing and future product lines – including FS-Virtual Agent™ targeted for release this Fall.

Mr. McGee brings with him nearly a decade of IT-related experience and customer-service focus. Prior to joining Fused Solutions, Mr. McGee spent several years as Client Partner and Business Development Executive of the western US region for Greenwich Technology Partners (GTP), a professional IT services organization. Mr. McGee started his career as an IT architect for IBM Global Services.

“It is a privilege to join such a young group of people whose focus is on customer service and the improvement of that area,” stated Mr. McGee. “I am excited about the Company's strategy to focus on the consultative delivery of the proprietary solution elements that make up the marriage of technology and customer service.”

#### **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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