



Fused Solutions

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Fused Solutions and UsefulWare Announce Integration of Application Software

(Potsdam, New York – October 17, 2003) – Fused Solutions, Inc. and UsefulWare, Inc. recently announced general availability of a collaborative integration of two industry-leading applications, which expects to redefine how ISP organizations facilitate technical support for their subscribers. The application component from Fused Solutions is the award-winning, self-service (or ‘virtual agent’) element of the company’s KnowPlex™ CRM solution. Integrated with the Connection Magic® installation desktop client from UsefulWare, the resulting combined application provides unparalleled convenience to ISP subscribers in configuring and trouble shooting their Internet access connections.

With the planned integration, the KnowPlex self-service component will facilitate the diagnosis and resolution of a broad range of Internet usage issues, including connectivity, email, news, and Connection Magic-specific content. Utilizing the Connection Magic functionality, the resulting application will automate the resetting of Internet access parameters, as part of issue resolution processes. Benefits to ISP subscribers include greater convenience and a more intuitive user interface for resolving Internet-related issues. For ISP organizations, benefits include higher levels of customer satisfaction and lower technical support costs.

About UsefulWare

Founded in 1994, UsefulWare is recognized as the premier provider of high quality customized Internet end-user software and related services, marketed to Internet Service Providers and various other channel partners. Through a combination of in-house and partnered services UsefulWare delivers such products as custom desktop applications; end-user setup kits; embedded functionality for popular application-layer protocols including SMTP, POP, HTTP, FTP, and others. Additionally, UsefulWare provides a variety of value-added services, including CD replication and printing; direct end-user fulfillment; 24/7 end-user support; graphics design and packaging; custom Windows and Macintosh programming; back-office consulting. For more information, call 877-486-2442 or visit the UsefulWare Internet site at www.usefulware.com.

About Fused Solutions

From its inception in 1998, Fused Solutions remains a high-quality provider of customer care solutions comprised of help desk technologies and contact center services. To enhance the customer care experiences of their end-users, the company’s clients rely on effective deployment of award-winning CRM, workforce management, and IP telephony technologies, augmented by Fused Solutions’ 24/7, IP-based contact center located in northern New York State. Fused Solutions’ clients include ISP and ASP organizations, along with manufacturers of network appliances. For more information, call (315) 265-3400 or visit the Fused Solutions Internet site at www.fusedsolutions.com.

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