



## Fused Solutions

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

For immediate release:

Contact: Chuck McGee [chuckm@fusedsolutions.com](mailto:chuckm@fusedsolutions.com)

### **Fused Solutions and UsefulWare Form Strategic Relationship**

(Potsdam, New York – Nov. 7, 2002 -- Fused Solutions, Inc. and UsefulWare, Inc. recently announced the formation of a strategic relationship to enhance their respective marketing and promotional efforts, and ability to service customers.

Both organizations expect to utilize each other's products and services to provide more comprehensive solutions for their respective clients. "Many of our ISP/ASP clients, especially those in start-up and fast growing situations, can benefit from UsefulWare applications and lower their cost of providing customer care, while enhancing service levels to their subscribers," stated Mark Cornett, Fused Solutions president and general manager. He added, "We also look forward to utilizing UsefulWare application delivery platforms in conjunction with our recently introduced FS-Virtual Agent, a self-service, customer care application." FS-Virtual Agent was recently awarded Best of Show in the Marketing and Customer Service category at the Internet World Fall 2002 trade show in New York City. Combined with the UsefulWare Internet Control Center(R) (ICC2000), FS-Virtual Agent can effectively assist Internet access subscribers in trouble shooting Internet connectivity and other Internet access issues without the assistance of their service provider's call center staff. The UsefulWare ICC2000 installation desktop client includes an automated dialer and easy one-click access to web, email, and other applications. In commenting on the newly formed relationship, UsefulWare president and CEO, John Foltz states that, "The cost savings to the service provider, and the increased convenience for the end user, suggest a significant market opportunity for our two organizations."

#### **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](http://www.usefulware.com).

**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).

#####