



# Unified IT

Experience a strategic advantage with Fusion5

## AT A GLANCE

### Why is Unified IT a strategic game changer for digitally evolving organisations?

To truly maximise the business value of your IT investments, eliminating silos is paramount. Your most critical IT initiatives eg asset, endpoint, service or security management, can't, and shouldn't, exist in a vacuum.

Unified IT is an end-to-end service management capability that 'glues' your entire IT environment together.

The deployment of the Unified IT framework can be cloud-based, on-site (managed remotely) or a mixture of both. All options are delivered as a managed service.

Fusion5 provides a trilogy of services and expertise in the form of Applications, Innovation and Enterprise Services to our 800+ customers. Whether it's reliable and scalable ERP, HR/Payroll, CRM, IT service management or industry-specific solutions, we can apply our Unified IT methodology to everything we host and/or manage for our clients for simplified and seamless IT service delivery.

**SAY GOODBYE TO MANAGING  
SEPARATE IT SOLUTIONS  
FROM A RANGE OF VENDORS  
AND PROVIDERS. UNIFIED IT  
CENTRALISES THE CONTROL  
OF YOUR IT ENVIRONMENT  
IN A SINGLE SOLUTION.**



## THE FRAMEWORK

We deploy managed services via the Unified IT framework in a phased approach, allowing a controlled and directed consumption of IT capability. This framework is not limited to managed services; we also help A/NZ organisations embark on their own unified IT journeys. Our methodology ensures measurable success in all milestones of the five recommended phases of the framework, regardless of architecture.

### The 5 Phases

#### Phase 1 - IT Asset & Service Management

The first phase focuses on the business requirement of enabling your employees to be as productive as they can be using your assets and technology. To do this, we deploy an automated discovery capability to identify, reconcile and translate your resources into managed assets, check, and have a strong audit trail for transactions.

#### Phase 2 - Operational Security & Event Management

Our proactive problem management solutions capture errors and issues before your employees become unproductive. In many cases, we can resolve these issues automatically to ensure your assets continue to be operational.

#### Phase 3 - Change Control

During this phase, we concentrate on minimising your operational risk through our Management of Change platform, which caters for IT and non-IT change requests alike. This enables your organisation to track authorised changes in real-time from beginning to end, without spreadsheets or emails. You gain full control of the process, and the advanced transparency makes decision-making easier.

#### Phase 4 - Run Book Automation

We change gears here and help you experience end-to-end automation of key IT processes. We can help you dramatically slash the processing time for activities like on/off boarding, software deployment, patch management, hardware provisioning and mobile device management down to a few minutes - or even seconds.

#### Phase 5 - Operational Excellence

Our expertise ranges from Microsoft Office / Microsoft 365, through to ERP, HR, CRM and ITSM as-a-service. We have the knowledge and experience to help you digitally transform your business while establishing a framework of continuous improvement, so you can focus on your core business.

### Your Strategic Advantage

Implementing a phased Unified IT program delivers advantages around productivity, efficiencies, more cost-effective licensing, improved security, and infinite scalability.

Your strategic advantage lies in collaborating with a dedicated solution partner who can bring you the benefit of their proven expertise, their deep and wide knowledge and skills, and the economies of scale having a focused outsourced IT Team brings.

## Our story

About Fusion5

### We deliver business solutions that make a difference

Fusion5 offers a full range of digital innovation solutions, applications, consulting services, development, cloud and managed services as well as first class support services for your business. Our expertise covers all your key functional areas, including Enterprise Resource Planning, HR / Payroll, Customer Experience, Customer Relationship Management, Enterprise Service Management, and Infrastructure.

We are also known for the vertical specific solutions we've developed across a number of key industries.

Our strategy and implementation teams work with you to improve the way you do business. Use our thought leadership and best practice consultancy to drive your company value. Feel the confidence that comes from having the backup of our highly skilled support services. And we're rightly proud of our track record of delivering projects on time and to budget.

Right now, over 800 customers are using our services. Our success is recognised by our key partners including Oracle / NetSuite, Microsoft, Ivanti, Avolin, and AWS.