

# SNUG update Aug 2023

## Andrew Gurr, CEO

- Fusion Update
- Fibre migration
- Support update
- Security & Visibility future
- Fusion Internships (8 yrs)

# What does Fusion Do?

Critical  
Technology  
Partnerships

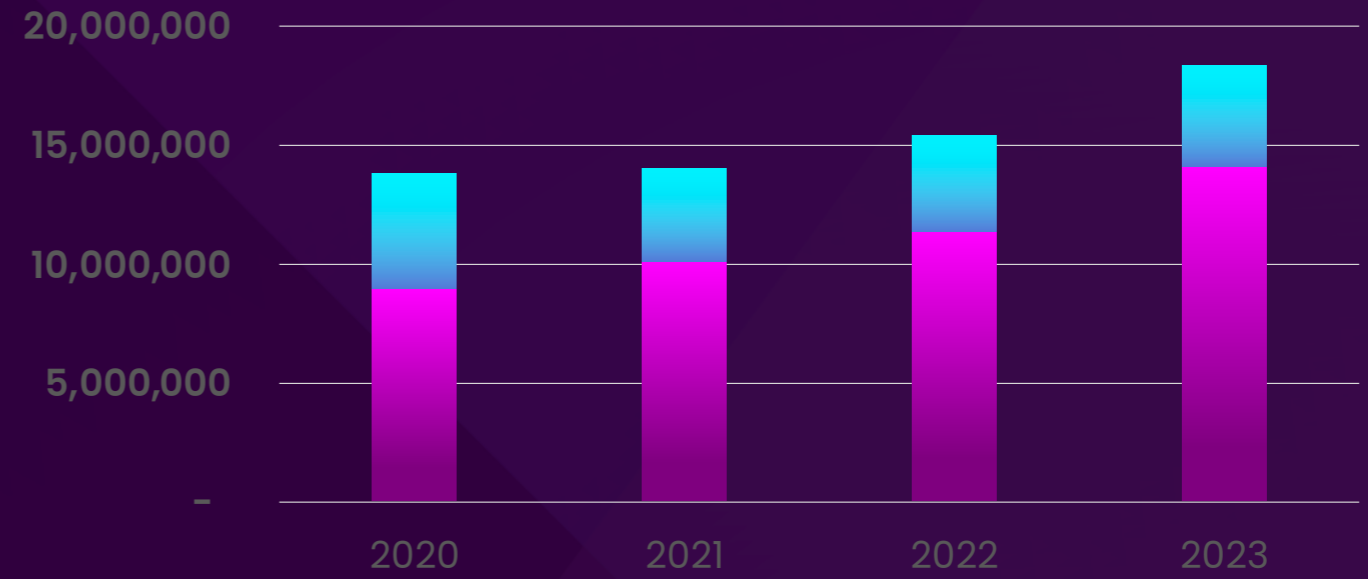
Business  
Technology  
Partnerships

Education  
Technology  
Partnerships

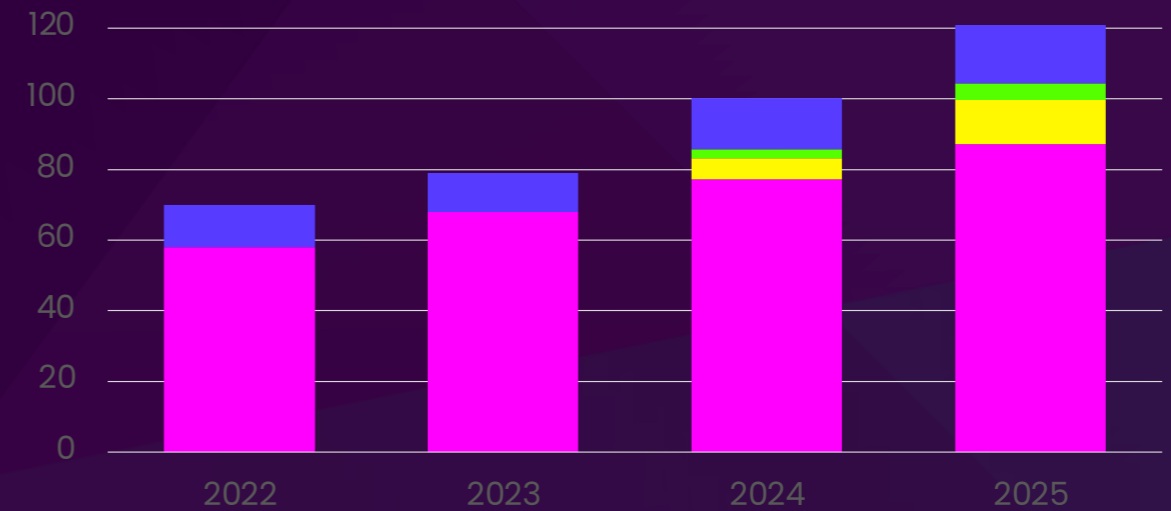
## 2 year plan

Scale gradually, support growth with Dev-Ops, Network Operations, Security, Cloud and Education.

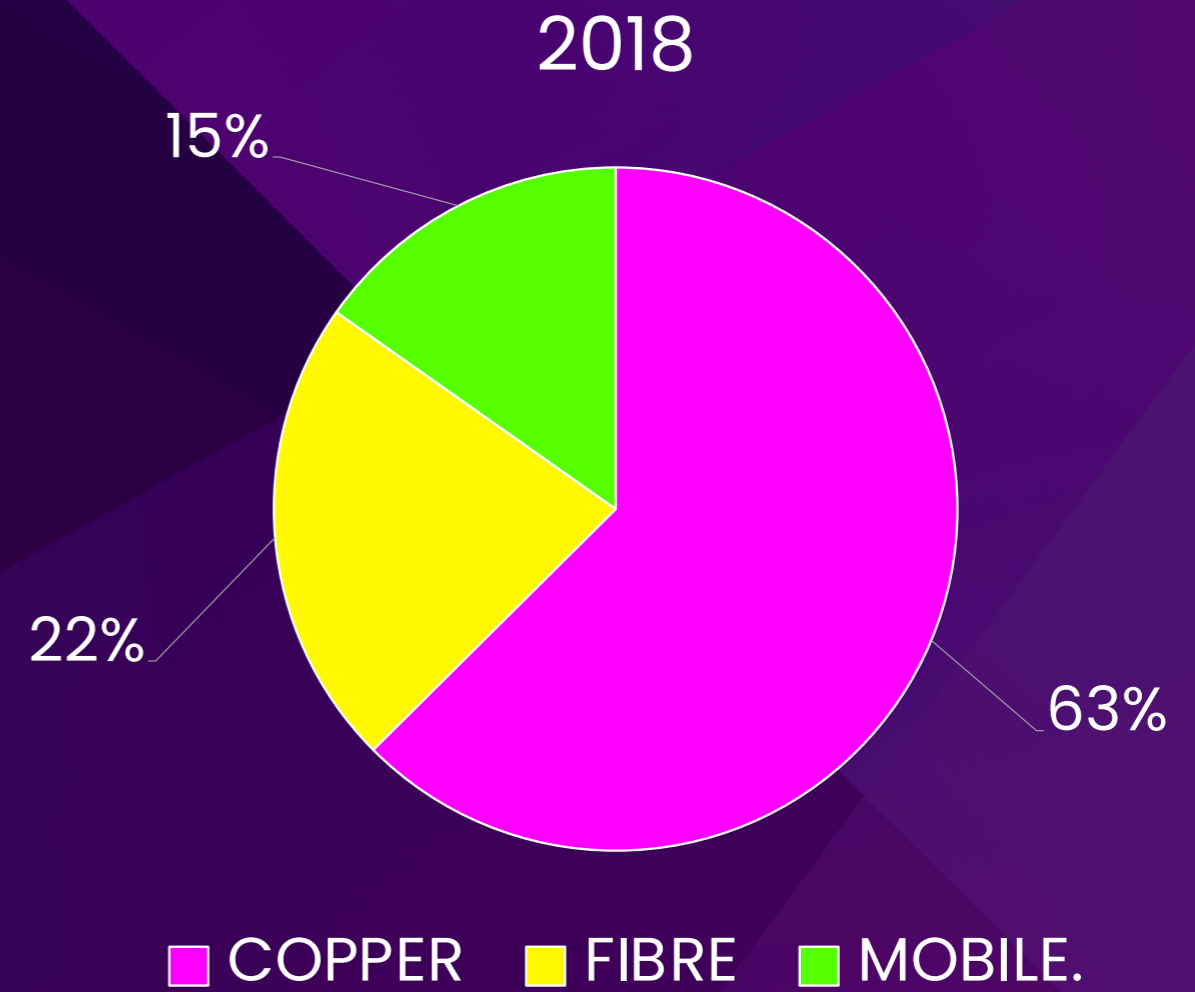
Pathway / skills plans to develop future talent.



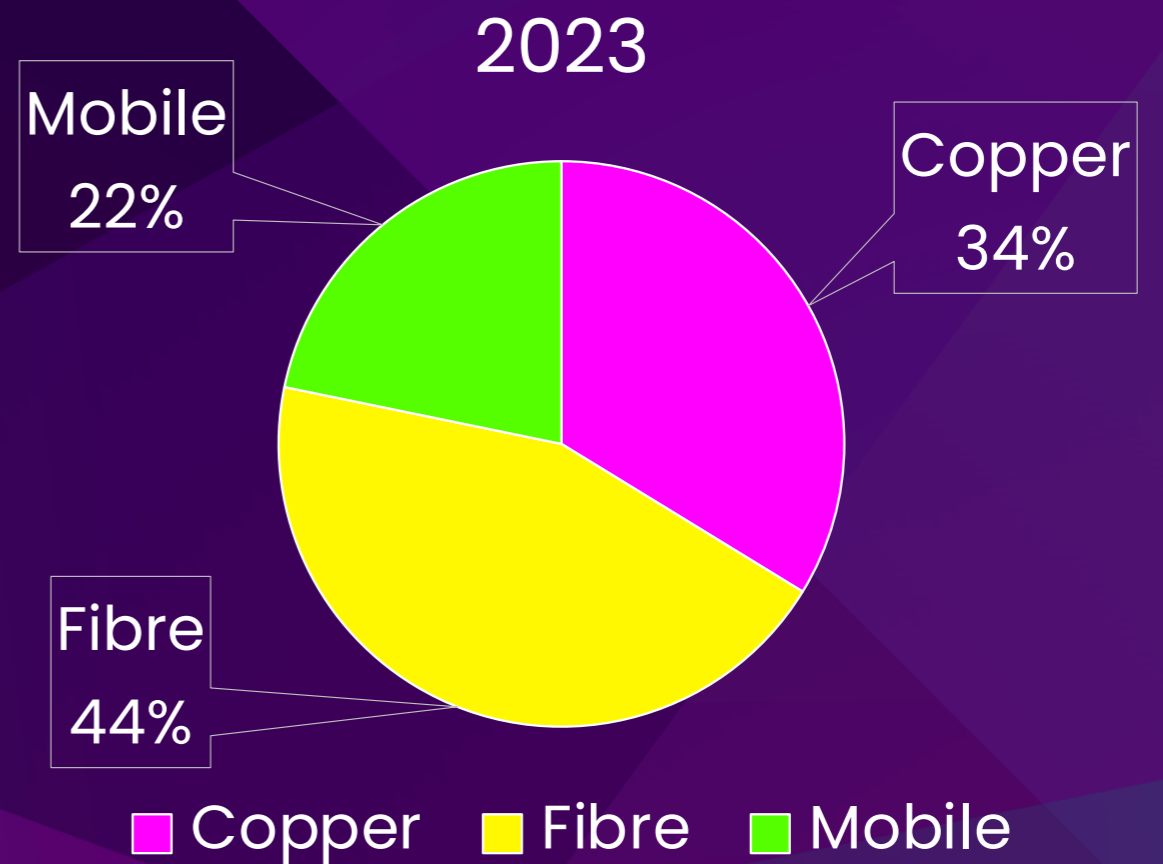
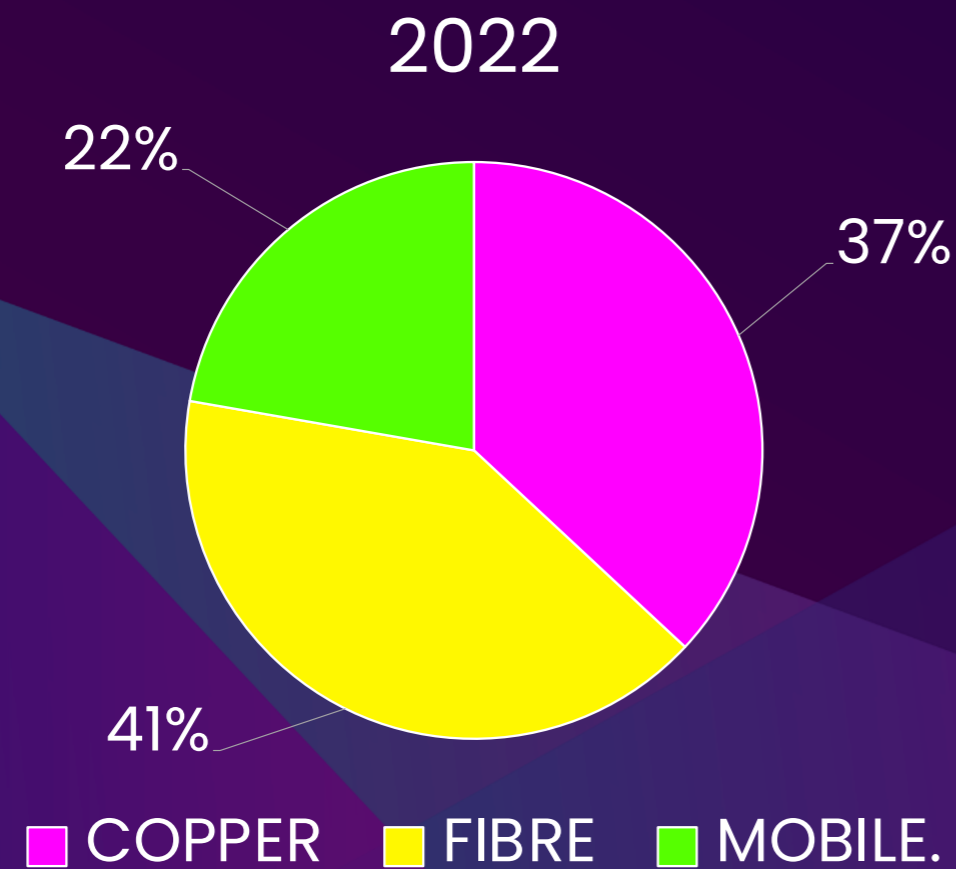
Resourcing



# Migration to Fibre

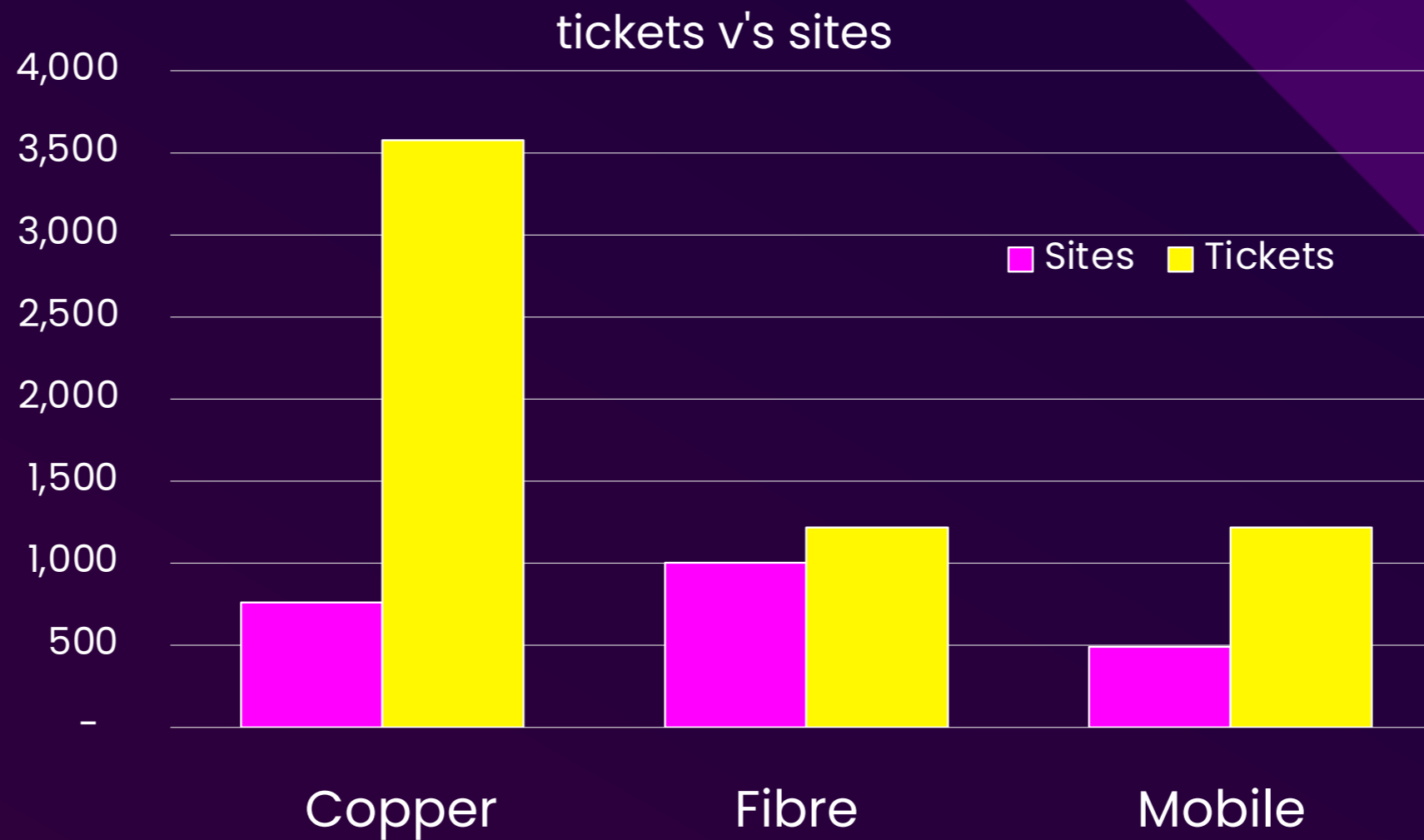


# Update on Migration to Fibre



# Reliability

Faults / year / site x, 5, 2.5, 1.25



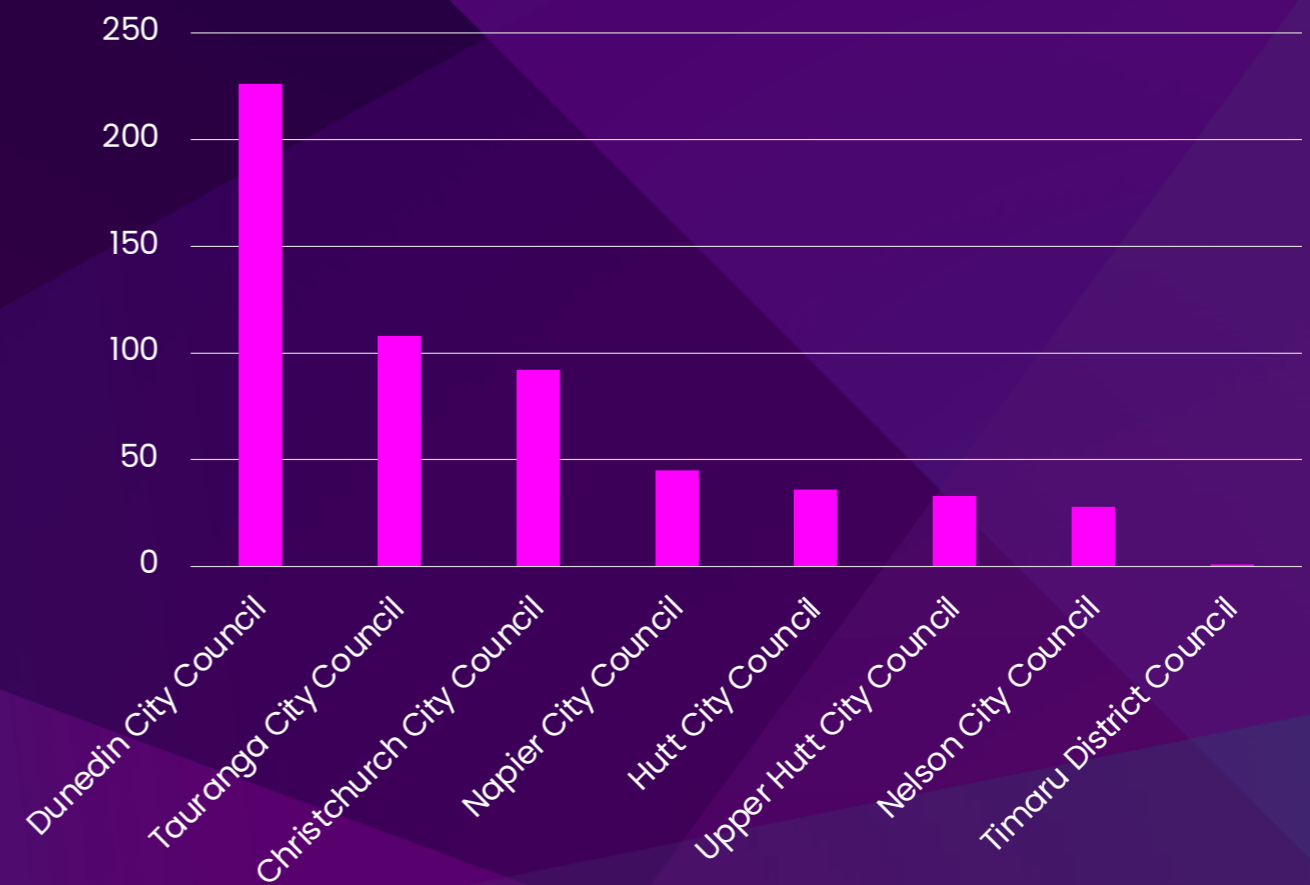
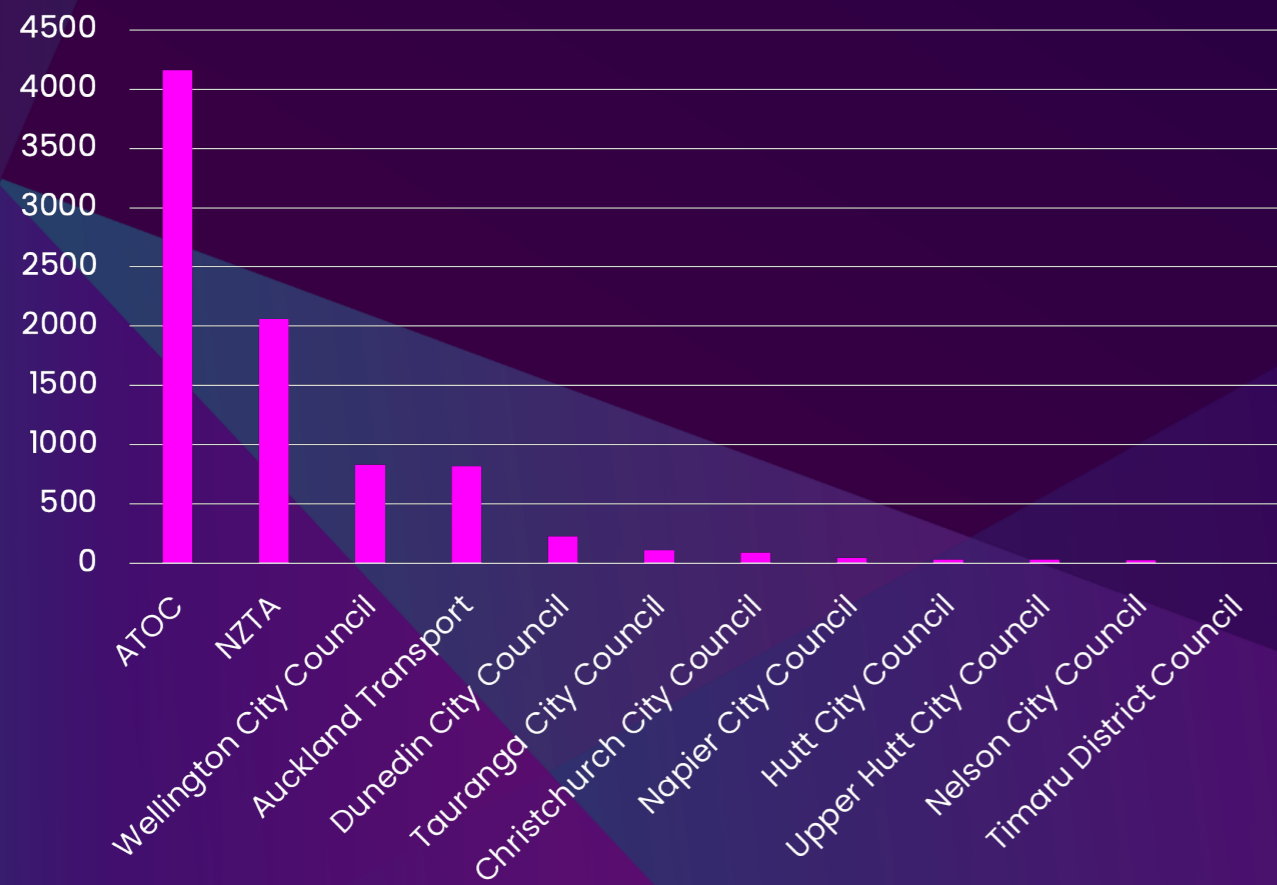
# Improving services

1. Responsiveness,  
SLA target to 95%

2. Efficiency  
Ticket Automation sensitivity

3. Performance  
Change on-hold tickets

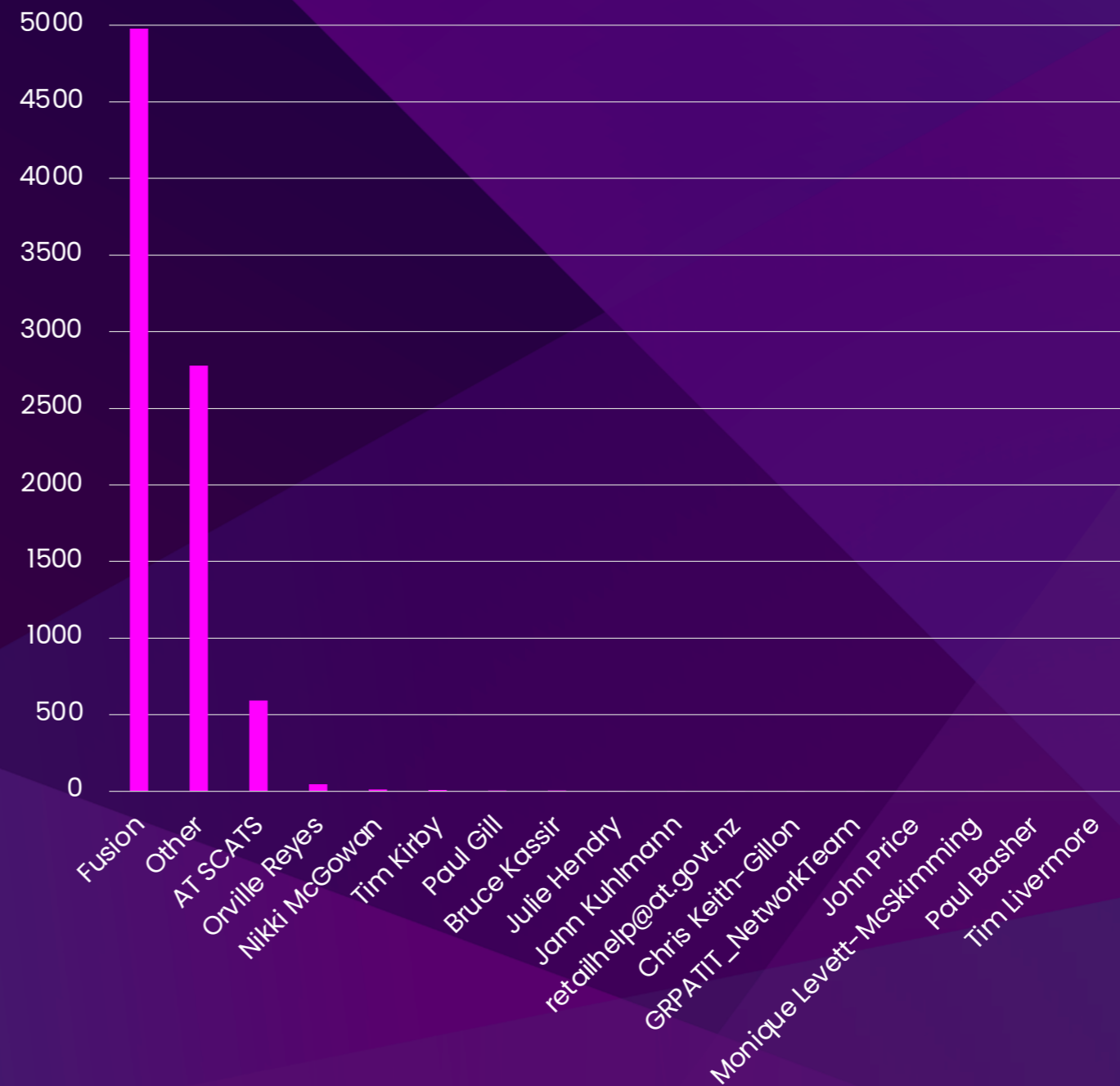
# Past 12 Months, 8.5k support tickets



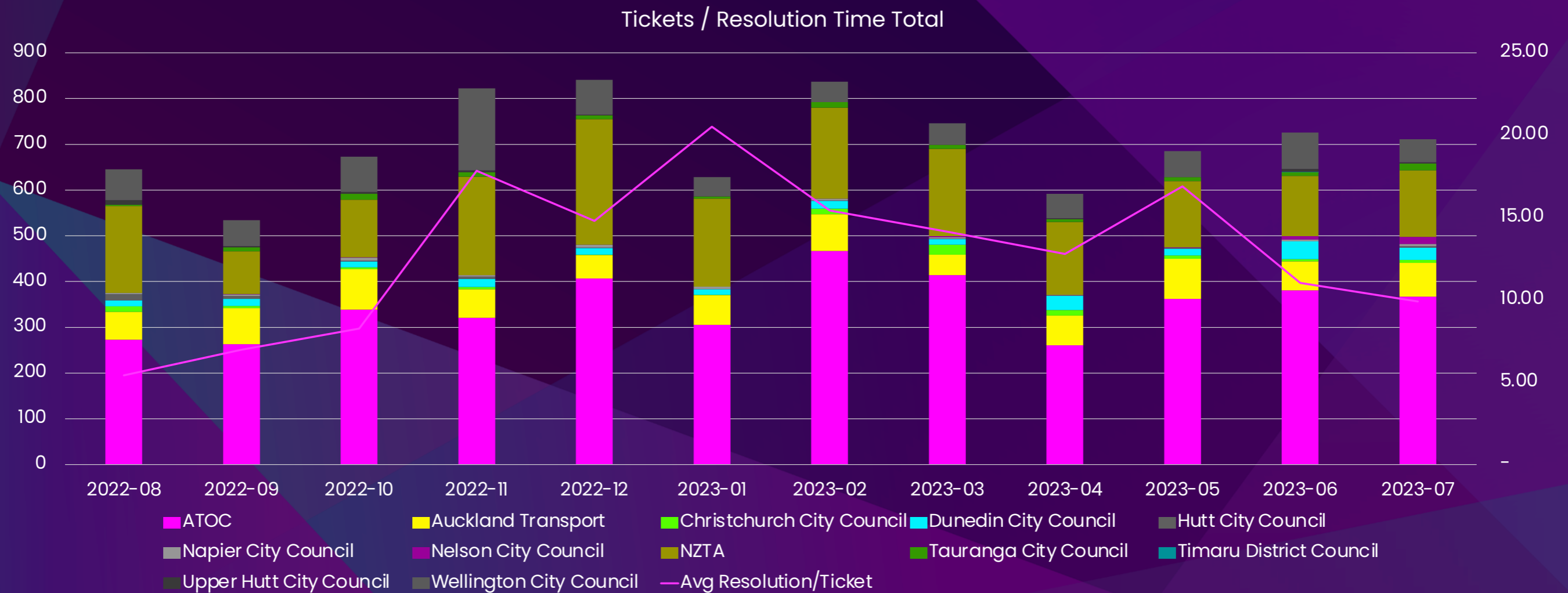


Main  
originators of  
Tickets  
Last 12 mths?

Fusion  
Automated  
ticketing = 60%



# Improving service levels (average 1-2 days)

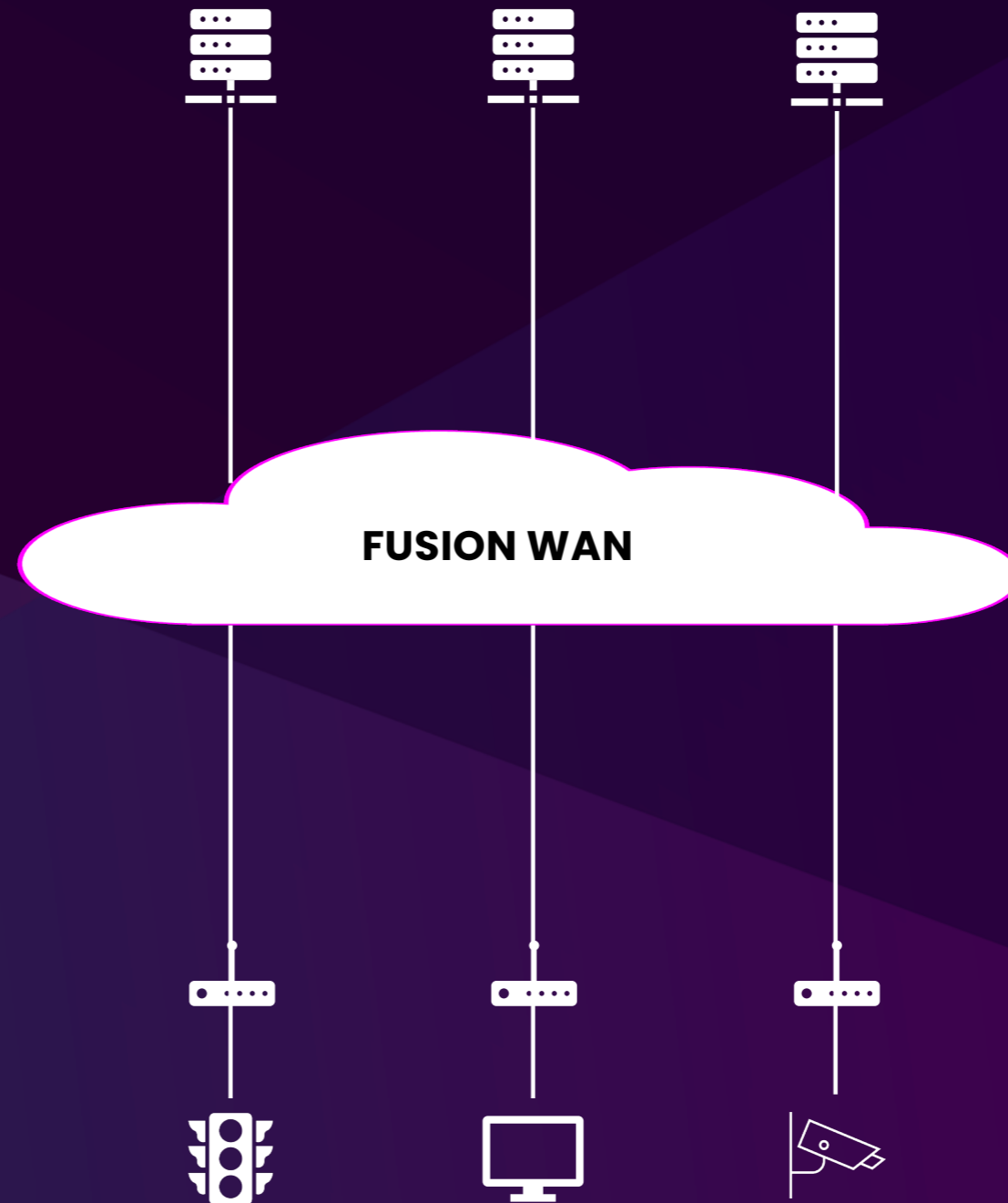


# Modern Network Services

Security & Visibility

# TRADITIONAL

Private WAN  
Network control  
Edge Control



# MODERN

Private WAN

Encryption (SD-WAN)

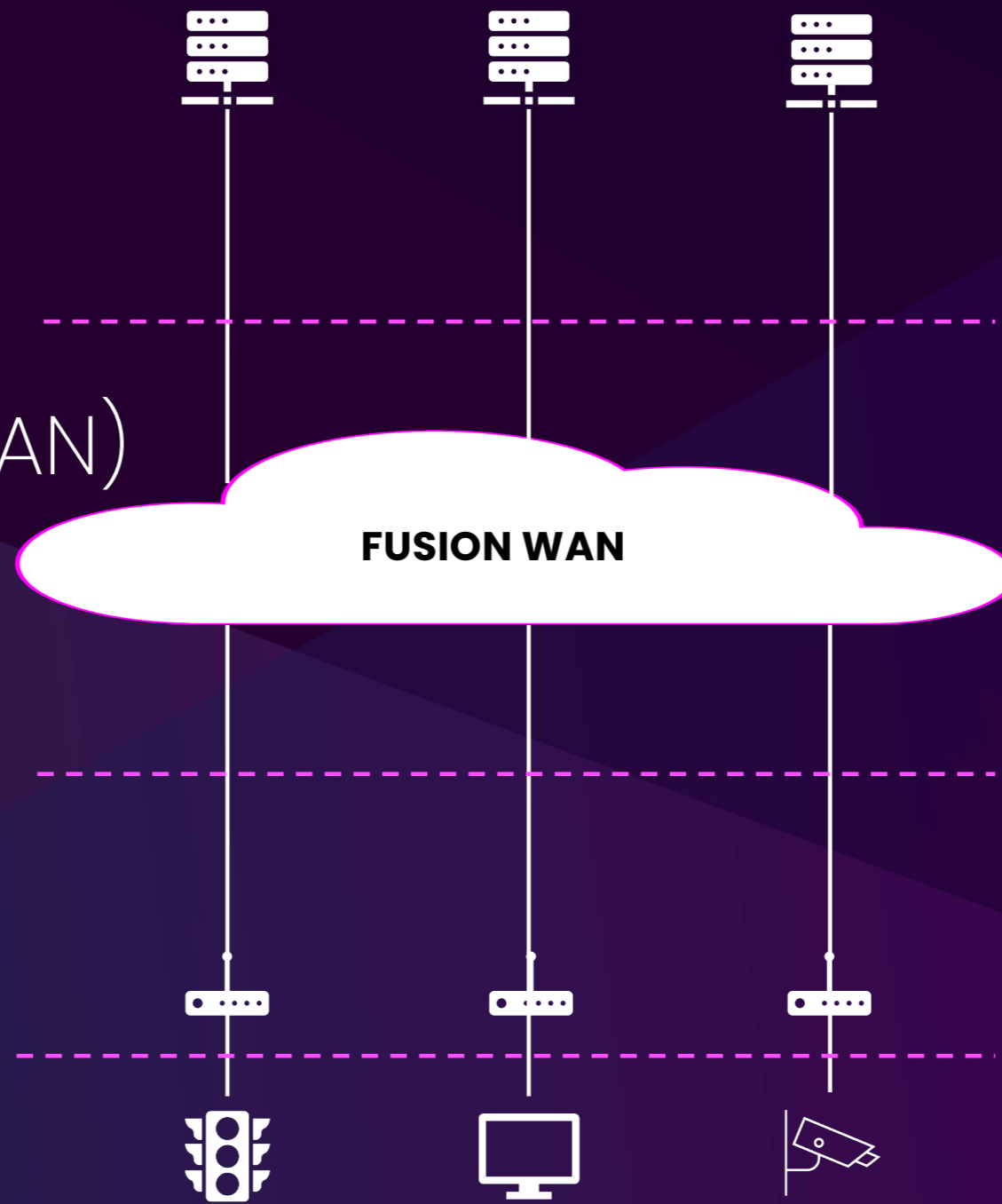
Security Zones

Firewall

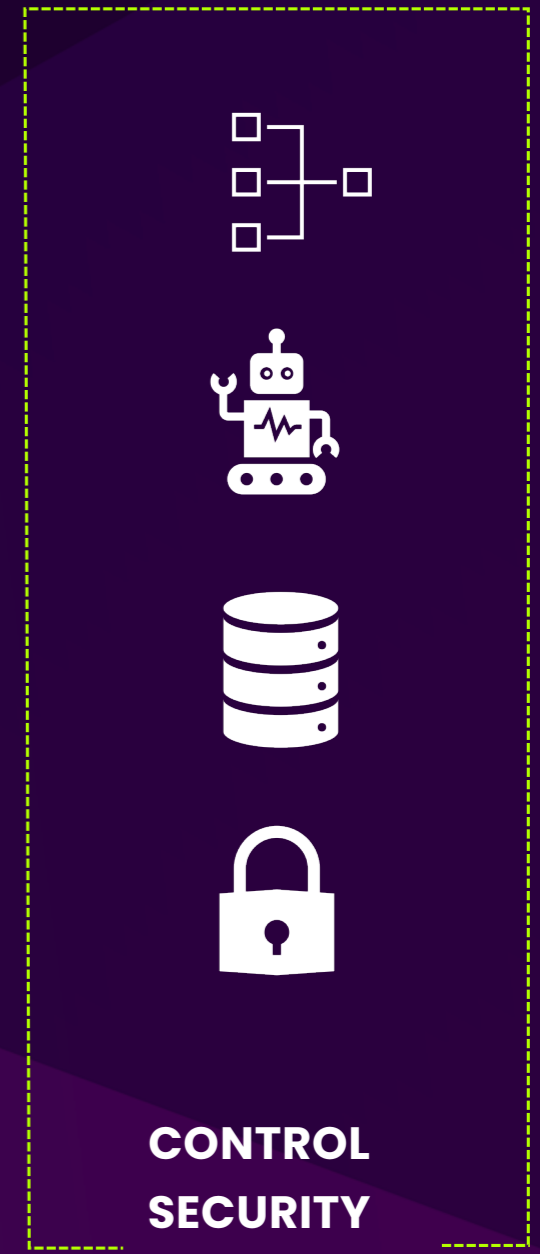
Central Control

Automation

Visibility



Security Zones



**CONTROL**  
**SECURITY**  
**VISIBILITY**  
**AUTOMATION**

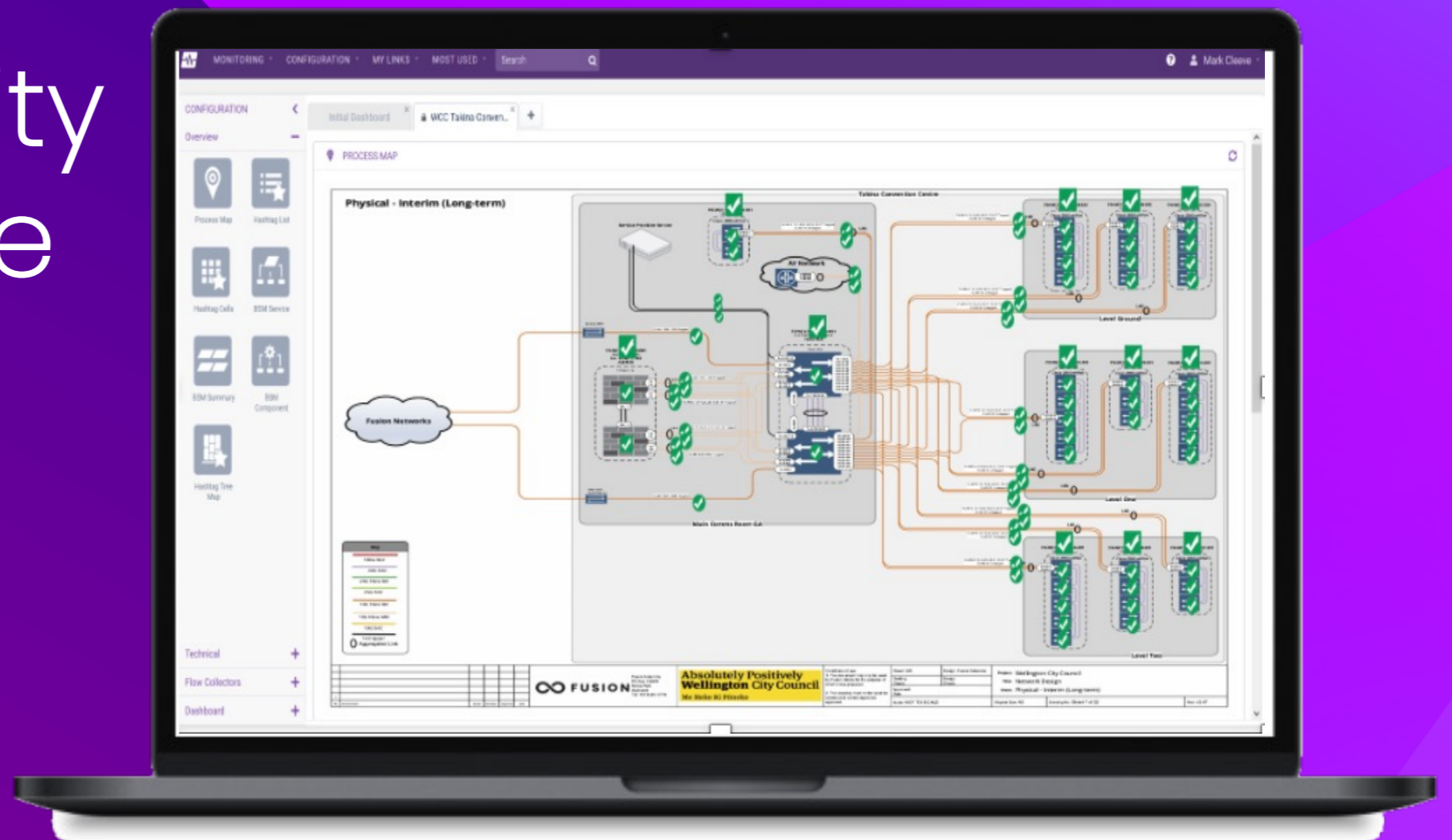
# Modern Network Services

## Fusion Visibility Service

## FUSION OPSVIEW

# Network Visibility Takinā Example

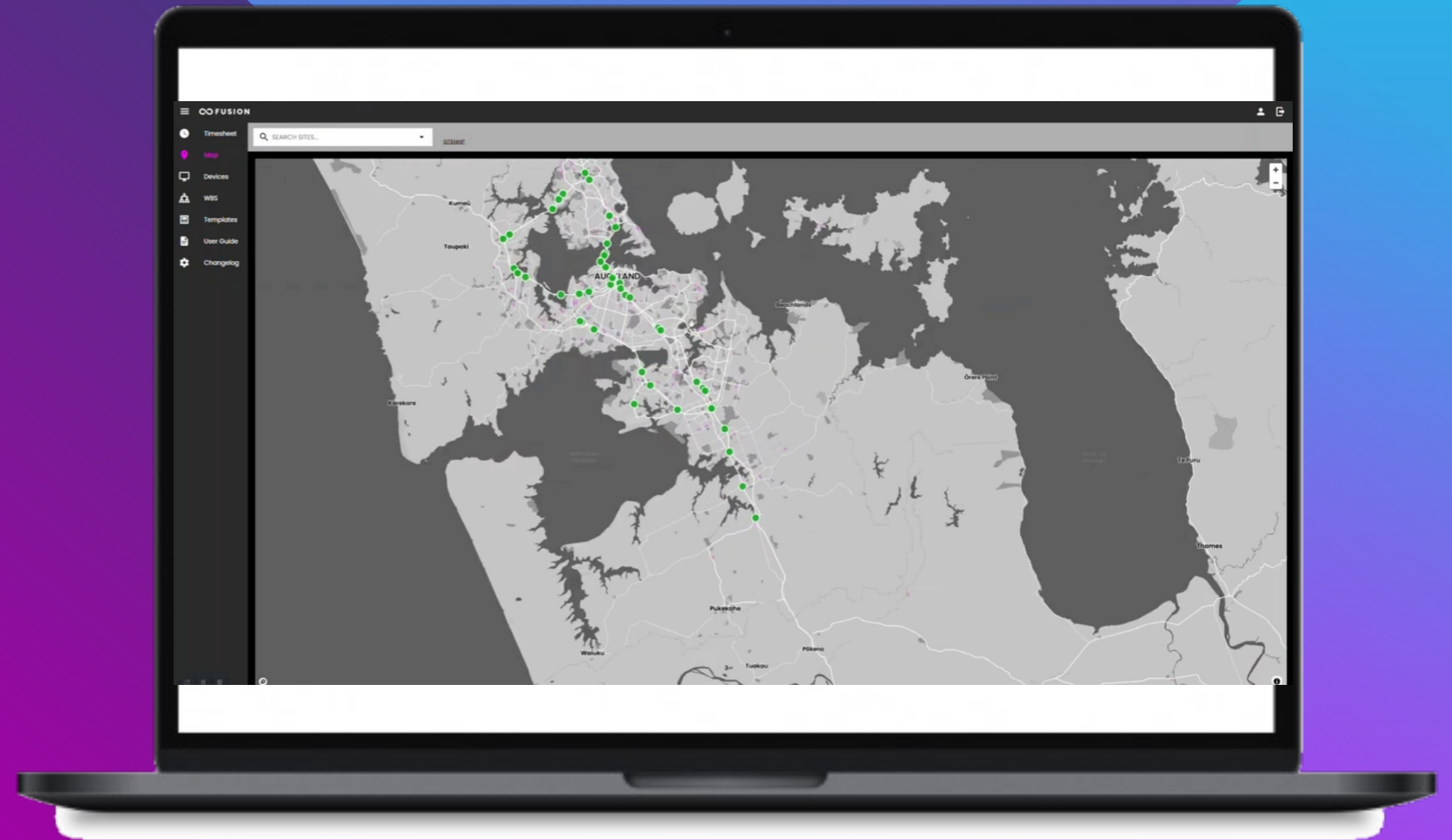
- Previously internal only
- Key network metrics
- Visual status sites, ports, links
- Performance graphs



## FUSION VISIBILITY SERVICE

Partnership  
Waka Kotahi  
V1 Oct 23.

- Edge devices
- Multiple data sources
- Automated ticket creation/close
- Search map / device





Fusion Intern Programme  
8 years on  
Developing our own Kaimahi

# Foundation of Success

**62%**

Of Fusion Engineers were once interns

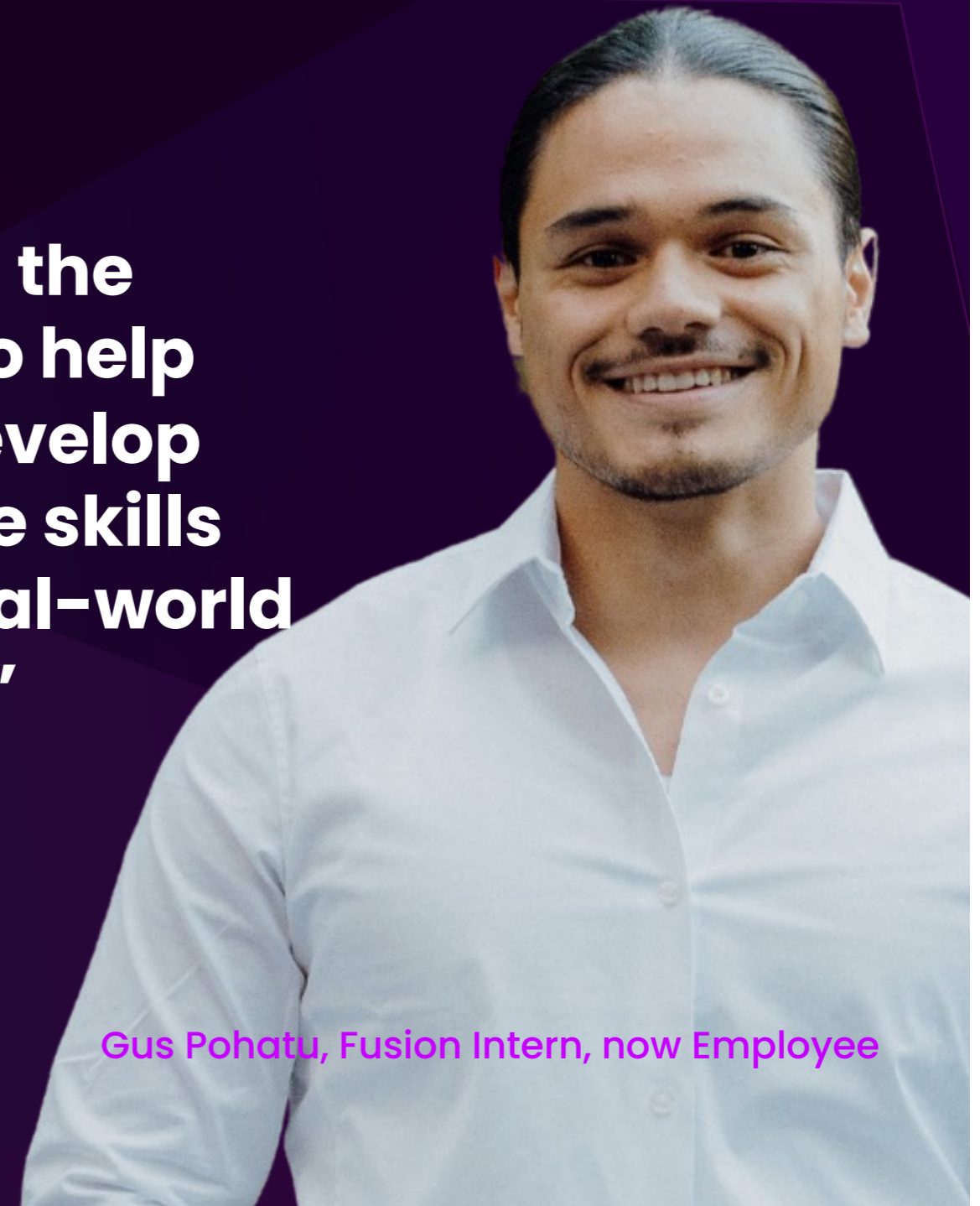
**40%**

Of Fusion Team Leaders were once interns

**80%**

Staff retention (90% 2020 pre-Covid)

**“Fusion has the resources to help students develop transferable skills and gain real-world experience”**



Gus Pohatu, Fusion Intern, now Employee

