

delivered solid results in a challenging market

€ million
Income
PBT
BCI/BlackRock
deal costs

CAGR (04 - 08)
Revenue 20%
PBT 15%

H1 09 v H1 08
Revenue (2%)
PBT 4%

Projected sales of main products in 2013

Gold	\$177.00	\$462.20	22.80%
Platinum	\$277.00	\$366.10	12.20%
Silver	\$500.00	\$516.00	3.00%
Copper	\$370.00	\$517.20	39.80%
Steel	\$491.00	\$643.21	31.00%
Beryllium	\$371.00	\$455.59	22.80%
Manganese	\$205.00	\$240.28	17.20%
Aluminum	\$339.00	\$278.76	25.80%
Chromium	\$500.00	\$620.51	18.10%
Nickel	\$574.00	\$697.98	18.10%
Bauxite	\$369.00	\$507.74	37.60%
Cotton	\$180.00	\$197.40	9.80%
Wool	\$180.00	\$197.40	9.80%

Textiles	\$136.63	9.00%
Wool	\$136.63	9.00%
Par	\$136.63	9.00%
Satin	\$136.63	9.00%
Silk	\$136.63	9.00%
Gas	\$136.63	9.00%
Electric power	\$136.63	9.00%

A	Manganese	B	Wool
B	Aluminum	V	Par
A	Chromium	A	Satin
A	Nickel	D	Silk
D	Bauxite	F	Gas
A	Cotton	ERY	Electric power
WAX	Flax	A	



Wireless Telecom Major Increases Revenue

Wireless Telecom - Major Increase in Revenues!

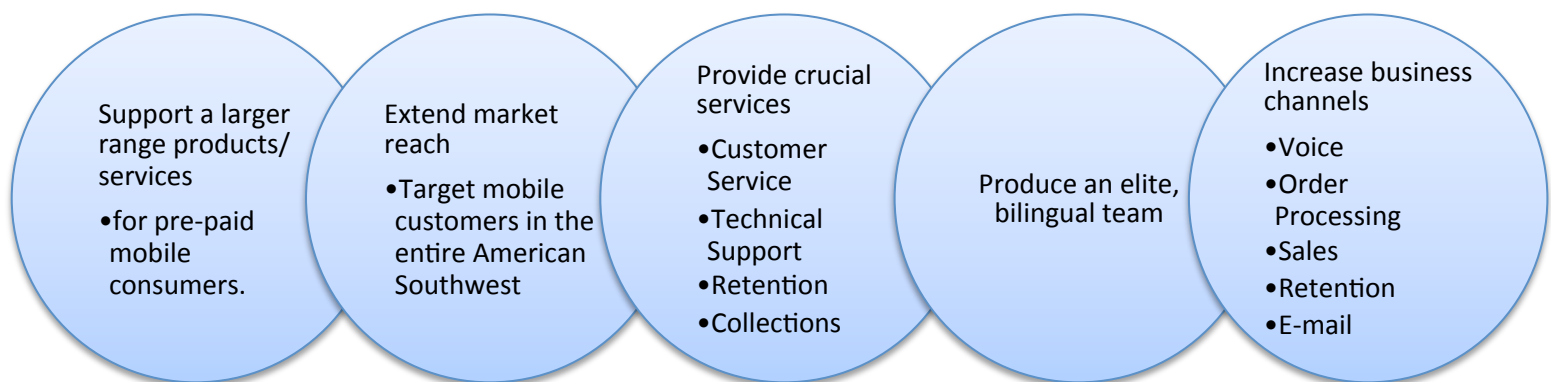
Company Background:

Incorporated on November of 2007 by a group of investors with the common belief that wireless service providers and services should be simple and affordable for the customer

The Partnership:

A major American player in wireless telecommunications reached out to Fusion to increase its revenue base and streamline its operations. Fusion provided the strategy, Tactics and business methodology to ensure increased revenue and promote customer satisfaction.

Business Need:



Process Highlights:

- Filtered callers through new, priority-based categories so that the clients always spoke to the right people at the right time.
- Enhanced the quality of information in the existing reporting structure and brought about changes so that critical details were always available for command level decisions.
- Reached out to the customers who were most at-risk of defaulting and provided them with special programs designed to keep their loyalty.
- Added a Disaster Recovery Service and generated an overflow safety valve to handle occasion spikes of 300% in volume.
- Custom built and launched a targeted CRM to supplement to satisfy unmet needs.
- Began a new porting department to streamline the addition of customer to the family.
- Added a post-call survey providing direct feedback to improve products and processes.

- Added supplemental web chat and e-mail support services to balance customer load.

Results:

- Improved payment processing and promoted it as a cost-saving alternative over customer visits to physical locations.
- Improved customer care by maintaining a standard range of support for payment issues and complaints; we also introduced plan-based solutions.
- Provided efficient technical support.
- Initiated special telesales, which included ordering, selling and changing phones.
- Aided the dealer/retailer to assist own stores and business partners with their sales without drawing on the resources of corporate head office.
- Conducted surveys, which ensured detailed feedback at every level.

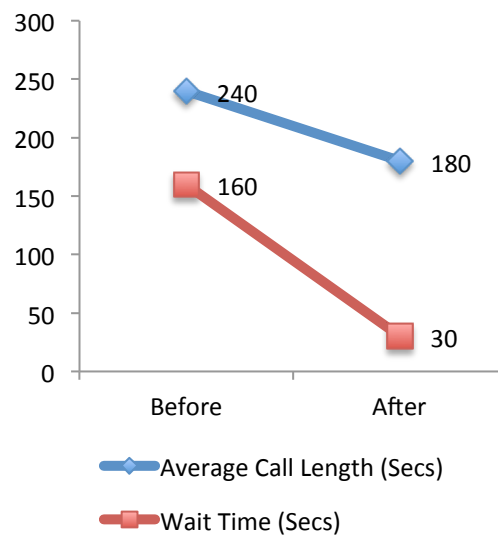
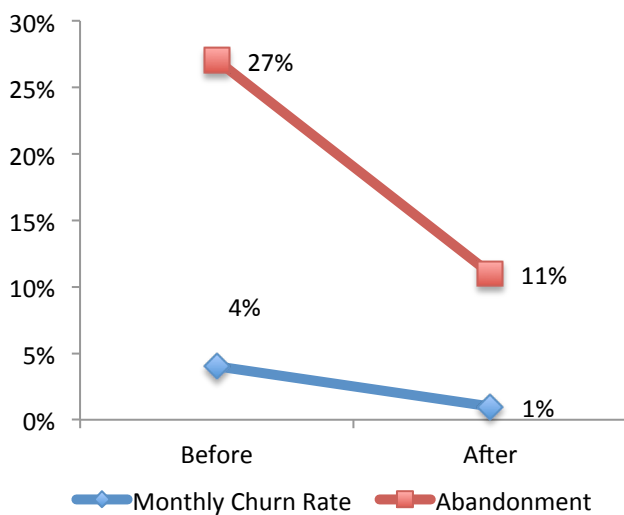
Benefits:

Witnessed call center and porting operations performing at superior levels to when it was managed internally.

Maintained Customer Satisfaction Survey at 87%

The systems in place now provide customers with information on demand.

Reduced the number of customers who live outside of service areas who drew unnecessarily on the network.



Value Addition:

- Maintained a cross-trained emergency staff to prevent disasters.
- Maintained a custom-built CRM for specific purposes.
- Initiated data mining where we pull, organize, analyze and present data

- Witnessed continual improvement since program inception in key areas as well as responsiveness to critical issues.
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- Maintained key metrics, specifically abandoned calls, below 12% consistently.
- Added, at reduce cost, new ways for customers to get services and information through internet-based services.

Client Testimony:

What would you say is unique about us, our services? or our way of doing business?

The biggest differentiator about Fusion is their willingness to be a true partner in every sense including hiring the best possible talent, training them for success, and executing with the highest level of professionalism. Their willingness to take all feedback constructively and take decisive action to continually improve the program and meet very aggressive expectations consistently makes it hard to ask for more.

In what way did we add value to the service for which we were engaged?

Enlisting Fusion allowed us to achieve a benchmark for % calls answered that we could have never, despite our best effort, achieved in the cost effective and quality centric way Fusion has. This has been invaluable and a significant factor in our company's ability to grow our business on both the revenue side but also through cost savings.

In what ways did we make it easy for you to do business with us? Fusion is strategic to their approach regarding onboarding new customers. They have a premier group of professionals leading their teams. They are organized; detail oriented, flexible, and accommodating. They understand effective project management requires a clear game plan and are driven to achieve established timelines and benchmarks with compromising quality or thoroughness.

Would you recommend us to others? Yes, without hesitation.

Why? Bottom line, we would unequivocally recommend Fusion because they do the most important thing any vendor relationship can do for a business and that's make our jobs easier by treating our customers as their own along with always treating our perceptions and opinions with the greatest degree of interest, sensitivity, sense of urgency, and willingness to improve.

VP of Customer Advocacy & Operations
October 2014.