What's Possible – Leveraging the Right Platform for Success

Fusion Framework is delivered on the number one application platform as a service, the Salesforce® Lightning Platform. This simply enables Fusion to deliver more to you than anyone else, and it ensures your critical information will be available on demand when needed.

Enterprise-grade Security That Meets the Strictest Compliance and Regulatory Obligations

Secure your data with the most comprehensive multi-layered security in the industry. Security is built into every aspect of the architecture to help you keep your data safe.

- Complying with security and government regulations worldwide
  - EU/EEA and Switzerland Safe Harbor
  - ISO 27001 Certification
  - SOC 1 Audit Report (SSAE 16)
  - SOC 2 Audit Report (Trust Principles)
  - SOC 3 Audit Report ('SysTrust')
  - TRUSTe
  - FedRAMP Moderate Level 'Authority to Operate'
  - PCI DSS
  - JIPDC (Japan Privacy Seal)
  - TUV Certificate (German Data Protection)

Control User Access to Data Down to the Field Level to Precisely Tailor the User Experience

Get access control down to the field level to tailor experiences for maximum user engagement. Only show people information they care about and understand and have rights to change. You are in complete control with clicks and not code to make the changes you need to fit your organization.

Ability to Scale Your Program to any Size and Number of Users

With the Salesforce Lightning Platform, performance is not an issue, no matter how large your program grows. With Fusion Framework, you can rest assured that the system will operate efficiently under any load, including critical times like company-wide incidents where you need all hands on deck across the enterprise. You will not hit a performance wall with Fusion.

Support Multiple Languages

Fusion Framework gives you more options to support multiple languages with minimal effort. Thirty-two languages are supported with the translation workbench to support entering prompts and other text in specific languages. Talk to Fusion about what is possible to give your users access to a system in their local language.

Robust Resiliency to Increase the Availability of your Critical Data When Your Need it Most

With Fusion you have world-class resiliency and availability features that protect you.

- System-wide, 24/7 active backup
- Data replicated in real-time between production and DR site
- Customer-deleted data available for 15 days
- Daily backup to tapes in production and DR sites
- Tapes retained for 30 days; tapes do not leave data centers

Complete Set of Integration Options to External Data Sources

Be confident with the most complete set of capabilities to receive and share information with external systems to give you a single pane of glass to manage your system from.

Rich Encryption Capabilities to Secure Your Most Valuable and Confidential Information

From fully encrypted SSL communications over the Internet to options for encrypting your critical information at rest, you have the richest options available to secure your most valuable and confidential information.