

News Release

Fusepoint Managed Services Data Confidence Survey Shows: Nearly Half of Canadian Executives Feel their Company's Confidential Data is at Risk

Poll shows that 48% of Canadian executives are not confident private information is secure despite 71% having policies and procedures in place to guard against security breaches

TORONTO – October 24, 2007 – The Fusepoint Data Confidence Survey, conducted by Leger Marketing, reports that a full 85% of working Canadians are concerned about personal information being stored in online databases and 12% say they have been a victim of identity theft or know someone who has. Interestingly, 22% of working Canadians admit to taking greater care of their own personal information than that of their clients or customers, and one in six (17%) report that their company has been affected by a security breach.

"Security is not just a technology issue; it's a corporate governance issue," said George Kerns, President and CEO of Fusepoint Managed Services. "Many executives are speeding down the information superhighway without a seat belt and putting businesses and consumers at risk. An ounce of prevention is worth a pound of protection when it comes to sensitive data."

Poll results also show that although executives believe that security threats from external hackers have increased since 2005, internal agents such as employees who may unknowingly download viruses, spyware, or adware represent an equal security threat. Additionally, more than two-fifths of executives (42%) have no idea what the dollar value associated with a security breach would be to their business.

Protecting Sensitive Information

While the majority of Canadian businesses use data protection technology, a significant proportion of businesses are not protecting themselves from the risk of external attacks on data.

- One in five executives at Canadian companies report that their company currently does not use anti-virus software and one quarter operate without a firewall.
- Anti-virus software (80%), firewalls (73%) and monitoring and alerting (36%) remain the most commonly used data security measures according to executives.
- Adoption of security services increases as the company size increases.
- Two thirds (62%) of executives say that a data security breach will impact their brand.
- Only two in five (37%) of Canadian executives are very confident they are protected against an attack.
- Majority of Canadian executives feel personally responsible for data security in their company (81%).
- In light of recent news headlines about significant security breaches, 39% of Canadian executives surveyed admitted to taking no action and carrying on with business as usual.

Security Breaches and Concerns with Sharing Data

- One in six (17%) working Canadians report that their company has been affected by a security breach.
- 30% of Canadians working for companies with more than 500 employees say their company has been affected by a security breach.

Canadian Trust in Organizations

- According to the survey, online businesses are the least trusted at 27% when it comes to protecting personal data.
- 50% of all respondents are not confident that businesses are doing all they can to protect consumers' personal information.
- 78% of working Canadians think that the government should do more to protect consumers and a full 38% call for increased legal penalties including jail time for negligence.
- Trust in government, online businesses and retail have declined the most over the last 12 months.
- When it comes to providing personal information to companies, 78% of working Canadians feel most comfortable doing so in person as opposed to over the telephone or internet; with the phone being the least trusted at 27%, followed by the internet at 34%.

About the survey

The online survey was conducted for Fusepoint Managed Services by Leger Marketing, between July 26 and August 7, 2007, a random household selection was achieved by inviting men and women full time employees who were over the age of 18 to complete the survey. Leger Marketing's online panel boasts approximately 250,000 members nationally - between 10,000 to 20,000 new members added each month.

A total of 1200 interviews were completed with All Respondents. The margin of error for a sample of this size is +/- 2.8%, 19 times out of 20. Of these, 495 interviews were completed with executives across Canada.

About Fusepoint Managed Services

Fusepoint is a leading provider of outsourced managed IT infrastructure and application services for companies that demand the highest levels of performance and reliability from their mission-critical systems. With offices and data centres in Vancouver, Toronto, Montreal and Quebec City, we have built a loyal base of over 400 customers and strong, strategic relationships with Canada's leading technology and communication companies. Our solutions enable organizations to focus on key goals and objectives, while we ensure their IT infrastructure is "always available" and "always secure".

Fusepoint's services are SLA-guaranteed, scalable and designed to reduce cost structures while mitigating risk. Fusepoint is also SAS 70 Type II and CICA 5970 compliant, which means our processes are rigorously and continuously audited by an accredited third party and consistently operate at the highest levels of reliability within the industry.

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