

cetus solutions announce project fusion

Cetus Solutions recently announced the launch of a project that aims to redefine how IT service companies support their client base. In keeping with our commitment to continually improve the quality of our customer services offering, we have launched project 'Fusion', a collaboration between Cetus Solutions Limited and the University of Salford. The three year project will look to bring together the latest in Web 2.0 and Enterprise 2.0 technologies in order to create a richer, more responsive customer support environment.

Managing Director, Mike English, sees this as a natural evolution of Cetus' unique approach to client relationships: "We have always endeavoured to make ourselves an extension of our clients' IT teams and their feedback has been remarkably effective in doing so. In addition to providing a more cohesive and efficient Customer Services offering; project 'Fusion' will allow us to extend our inclusive approach in a way that will allow individual clients to benefit from the knowledge that is held across our entire client base."

