

For more information:

FUSION5

Kristy Brown

Chief Executive – New Zealand

M +64 27 477 4384

Kristy.brown@fusion5.co.nz

www.fusion5.co.nz

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Fusion5 a finalist in 2025 Microsoft Global Partner of the Year awards

Auckland, New Zealand — 13 November 2025: Australasian systems integrator Fusion5 today announced it has been named a **finalist** for the 2025 Microsoft Dynamics 365 Service Partner of the Year Award. The company has been honoured among a global field of top Microsoft partners for demonstrating excellence in innovation and implementation of customer solutions based on Microsoft technology.

Kristy Brown, Fusion5 CEO - New Zealand, says “Fusion5 has demonstrated the ability to deliver advanced technology solutions efficiently, repeatedly implementing Microsoft’s AI-driven Digital Contact Centre within three months. Recognition as one of the top four global Dynamics 365 partners for Service affirms our expertise and provides assurance to customers seeking excellence in customer service transformation. We are delighted to receive this recognition.”

The Microsoft Partner of the Year Awards recognise Microsoft partners that have developed and delivered outstanding Microsoft Cloud applications, services, devices, and AI innovation during the past year. Awards are classified in various categories, with honourees chosen from more than 4,600 nominations across more the globe. Fusion5 has been recognised for its outstanding solutions and services in the customer service category.

The Microsoft Dynamics 365 Service award highlights Microsoft partners’ use of Dynamics 365 Service as the core of their solution, along with Microsoft Copilot and AI capabilities, and seamless integration with Microsoft platforms such as M365, Power Apps and Copilot Studio to deliver exceptional customer value, satisfaction and outcomes.

“Congratulations to all the winners and finalists of the 2025 Microsoft Partner of the Year Awards,” said Nicole Dezen, Chief Partner Officer and Corporate Vice President at Microsoft. “This year, our partners harnessed the transformative power of Microsoft’s Cloud and AI platforms to deliver transformative solutions that redefine the boundaries of innovation. The energy and ingenuity across our ecosystem continue to inspire us. The 2025 honourees exemplify what’s possible when technology and vision unite to empower customers around the world.”

As well as being the current Microsoft ANZ Business Applications Partner of the Year, Fusion5 was recently named to the Microsoft Business Solutions Inner Circle Partner for the 9th year in a row. The business was named the Microsoft New Zealand Partner of the Year in 2021.

The 2025 Microsoft Partner of the Year Awards are announced ahead of Microsoft Ignite, which will be held in San Francisco from November 18-21. For a full list of categories, finalists and winners, visit: <https://aka.ms/2025POTYAWinnersFinalists>

About Fusion5

Fusion5 helps organisations improve performance by connecting people, processes, and technology. With expertise spanning business applications, cloud, infrastructure, security, and AI, Fusion5 brings together the platforms and partnerships that power better decisions, stronger operations, and lasting growth.

With a team of more than 950 innovators, Fusion5 works alongside its clients to turn strategy into measurable results — driving productivity, performance, and competitive advantage in a constantly evolving digital world.