IT Services

Corserva is Your IT Department

● **ABOUT CORSERVA**

Corserva was founded in 1985 as the shared IT services division of Dun & Bradstreet and then taken private in 1993. Today, the privately held company is recognized as a leading provider of IT services.

Corserva's two locations in Trumbull, Connecticut and Orlando, Florida contain HIPAA and PCI compliant data centers as well as network/security operations centers (NOC/SOC) providing 24x7x365 monitoring of clients' IT infrastructure. Our geographically dispersed data centers ensure that our clients remain up and running in the event of disaster.

We measure our success in very precise terms such as service level agreements (SLAs), increased uptime and performance, and security threats avoided.

CORSERVA ADVANTAGES

✓ 30+ year history providing technology services and IT consulting to the Fortune 1000 and SMB markets

✓ US based NOC/SOCs with Level 1, 2, and 3 technicians supporting clients 24x7x365

✓ Geographically dispersed SSAE 18 SOC 2 Type II data centers, HIPAA and PCI compliant

✓ Technology experts on staff with key security certifications including CISSP, GSEC, CEH, and CompTIA Security+ as well as vendor certifications from industry leaders such as Cisco, Fortinet, Hewlett Packard Enterprise, Microsoft, VMware, Veeam, and AT&T Cybersecurity

Powered by the Best in the Business

and many more

CORSERVA®

100 Technology Drive, Trumbull CT 06611

8251 Presidents Drive, Orlando FL 32809

(855) 330-3976

www.corserva.com

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Proactive Essentials	Proactive Plus	Proactive Advanced
The essentials needed to go from reactive to proactive	Boosts security, employee productivity and peace of mind	Transforms your IT into a driver of innovation and a competitive advantage
SLA: P1 - 8hrs | P2 - 12hrs | P3 - 24hrs	**SLA: P1 - 4hrs | P2 - 8hrs | P3 - 12hrs**	**SLA: P1 - 1hr | P2 - 4hrs | P3 - 8hrs**

IT Support

Proactive Essentials	Proactive Plus	Proactive Advanced
• Onsite and Remote Support 8-6	• Onsite and Remote Support 8-6	• Onsite and Remote Support 8-6
• Asset Management	• Asset Management	• Asset Management
• Networking Monitoring	• Networking Monitoring	• Networking Monitoring
• Microsoft and 3rd Party Patch Management	• Microsoft and 3rd Party Patch Management	• Microsoft and 3rd Party Patch Management
• Microsoft 365 Business Standard & Exchange Online Only Licensing	• **Microsoft 365 Business Premium & Exchange Online Only Licensing**	• **Microsoft 365 E3 & Exchange Online Only Licensing**
• Microsoft 365 Administration	• Microsoft 365 Administration	• Microsoft 365 Administration
• Vendor Management (No SLA)	• Vendor Management (No SLA)	• Vendor Management (No SLA)
• Core Endpoint Security Monitoring & Management	• Core Endpoint Security Monitoring & Management	• Core Endpoint Security Monitoring & Management
• Monthly Health Reports	• Monthly Health Reports	• Monthly Health Reports
• Backup & Disaster Recovery Management	• Backup & Disaster Recovery Management	• Backup & Disaster Recovery Management
• Advanced Network Management	• Advanced Network Management	• Advanced Network Management
• Annual Budget Planning	• **Bi-Annual Budget Planning**	• **Quarterly Budget Planning**
• Virtual CIO/CTO (Annually)	• **Virtual CIO/CTO (Quarterly)**	• **Virtual CIO/CTO (As Often As Needed)**
	• **DNS and Certificate Management**	• DNS and Certificate Management
	• **Wireless Network Management (APs)**	• Wireless Network Management (APs)
	• **Mobile Device Management**	• **Advanced Mobile Device Management**
	• **Named Line of Business Application Support**	• Named Line of Business Application Support
		• **SD-WAN Monitoring & Management**

Security

Proactive Essentials	Proactive Plus	Proactive Advanced
• Basic Email Security	• **Advanced Email/SPAM Security**	• Advanced Email/SPAM Security
• Workstation Encryption	• Workstation Encryption	• Workstation Encryption
• Web Content Filtering and DNS Protection	• Web Content Filtering and DNS Protection	• Web Content Filtering and DNS Protection
• Basic Firewall Management	• **Advanced Firewall Management**	• Advanced Firewall Management
• Microsoft 365 Security Administration	• Microsoft 365 Security Administration	• Microsoft 365 Security Administration
• Multi-Factor Authentication (MFA)	• Multi-Factor Authentication (MFA)	• Multi-Factor Authentication (MFA)
• Security Awareness Training	• Security Awareness Training	• Security Awareness Training
• Security Software Hot Fixes, Updates and Patches	• Security Software Hot Fixes, Updates and Patches	• Security Software Hot Fixes, Updates and Patches
• Quarterly Security Report Generation	• Quarterly Security Report Generation	• **Monthly Security Report Generation**
• Virtual CISO (Annually)	• **Virtual CISO (Quarterly)**	• **Virtual CISO (As Often As Needed)**
	• **Endpoint Detection & Response (EDR)**	• Endpoint Detection & Response (EDR)
	• **Active Directory Monitoring**	• Active Directory Monitoring
	• **Network Intrusion Detection, Monitoring & Management**	• Network Intrusion Detection, Monitoring & Management
	• **Yearly Cybersecurity Liability Insurance Policy Compliance Auditing and Reporting**	• Yearly Cybersecurity Liability Insurance Policy Compliance Auditing and Reporting
	• **External Level 1 Pen Test (Quarterly)**	• **External Level 1 Pen Test (Monthly)**
	• **External Vulnerability Scanning**	• **Internal and External Vulnerability Scanning & Management**
		• **Security Operations Center (SOC) - Security Monitoring**
		• **Security Information and Event Monitoring and Management (SIEM)**
		• **Security Incident Response and Remote Remediation**

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