Corserva Technology

Providing complete lifecycle management services for all your technology needs including sales engineering, procurement, configuration, installation, monitoring, field service, and asset disposal

Our technology services provide a single source to simplify the multi-vendor IT world, from the desktop to the data center. Our experts will help you design or validate your solution, get aggressive pricing, assist with installation, and support your technology.

Technology Selection

The process of technology selection can be challenging. Some vendors do not deliver on their promises, while others do not fit your current environment. Designing an infrastructure around new technologies requires experience. Corserva is highly certified and ready to design and recommend what's best for your business.

Technology Procurement

We resell all major IT solutions, and our volume and certifications can offer the best pricing. We can simplify your entire procurement process by designing your infrastructure project and ensuring it is delivered on time and within budget.

Installation Services

Manufacturer installation services can be costly as well as inflexible to multi-vendor projects. We provide an affordable and agile alternative for gaining peak performance from your IT investment.

Single Point of Contact

We provide a single point of contact to report hardware and software issues via phone, email, and web portal. Our 24x7x365 help desk keeps your IT systems running smoothly.

PRODUCT SALES

Our extensive vendor and manufacturer relationships provide clients with high quality, unbiased product procurement recommendations, We take direct responsibility for ordering, expediting, configuring, staging, and deploying equipment for ad hoc, project-specific, and inventory stock replenishment. You are assured products and services at competitive prices that are delivered on time and within required day-to-day technology acquisition planning and support requirements.

Pre-sales Technical Support

Corserva offers access to the very latest in information technology knowledge, expertise, and support.

- Hardware insert and configuration

- Rack configuration

- Software installation

- Asset tagging and labeling

- Custom packaging

E-commerce Integration

Corserva offers our clients a comprehensive web-based e-commerce solution that provides users with access to the very latest in information technology products, software, and peripherals from the industry's top manufacturers.

With Punchout integration available, Corserva enables direct connections and seamless integration between our customers' eProcurement systems and our e-commerce catalogs, thus allowing existing procurement system and standards continuity.

- ✔ Sourcing from over 800 manufacturers and 900,000 IT products

- ✔ Real-time product pricing, promotions, and availability

- ✔ Detailed product specifications, reviews, and comparisons

- ✔ Online return authorization system

- ✔ Custom packaging

CONFIGURATION & INTEGRATION SERVICES

Corserva's services include custom configuration and assembly ranging from single piece orders to large and complex volume builds. Our integration facilities offer the top integration and quality assurance practices in the industry.

Systems and Storage Configuration

- ✔ Hardware insert and configuration

- ✔ Rack configuration

- ✔ Software installation

- ✔ Asset tagging and labeling

- ✔ Custom packaging

Advanced Integration Services

- ✔ Routers, switches, and firewall configuration

- ✔ Customer instruction sets

Networking Solutions Integration

- ✔ Configuration support for networking products

- ✔ Hardware module integration

- ✔ Software installation and upgrades

- ✔ Custom configuration file loads

- ✔ Custom port, network protocols, VLAN, and VPN configuration

- ✔ Custom engineering services

- ✔ Software imaging

- ✔ Change management

- ✔ First article build

WAREHOUSING & LOGISTICS

Corserva has two warehouses located in Trumbull, Connecticut and Orlando, Florida with inventory space totaling 70,000 square feet. Our inventory management system provides receiving, storage, tracking, and shipment in support of your IT deployments.

Warehousing

- Equipment refreshes

- Project timeline deployments

- Warehousing of constrained inventory

- Product redeployments

Logistics

- Just-in-time deliveries

- Shipments from all major carriers

- Asset management

- Inventory reporting

IT ASSET DISPOSITION

When it's time to retire IT assets, Corserva offers a variety of plans to ensure that sensitive data is securely erased, and that equipment is made ready for resale, disposal, or lease return.

- Hard drive erasure in accordance with government and DoD mandates

- Nationwide packaging and shipping services

- Inventory tracking and reporting

- Equipment reconditioning and testing to prepare targeted assets for resale

System Installation & Relocation

Affordable and expert small- to large-scale system deployment, installation, and relocation services that accommodate multi-vendor, heterogeneous environments.

Equipment Installation

Manufacturers' installation services are costly and are often inflexible in multi-vendor scenarios. Corserva provides an affordable and flexible alternative for getting your new technologies implemented and performing at their peak. We solve infrastructure challenges with an individualized approach to IT. From procurement to warehousing and logistics to deployment and installation, our team of certified project managers and engineers are ready to ensure operational and technical excellence.

Equipment Relocation

Our project managers and engineers provide the necessary oversight, planning, and processes to support the logistics of your entire move including asset de-installation, secure shipping, re-installation, configuration, system/network configuration, and testing.

Reduce Risk

We're here to help you implement and relocate your servers, network, storage, and security solutions **based on your specific needs and current environment. We are skilled at anticipating problems, preventing issues, and mitigating threats to your operational performance.**

REPAIR & MAINTENANCE

Corserva offers comprehensive support for multiple platforms, Our services include maintenance and support to protect your IT investments and manage the technology refresh cycle.

- Diagnostics & remote monitoring

- Preventive and predictive onsite maintenance

- Warranty management/post-warranty support

- Depot repair services

CORSERVA®

CORSERVA'S TECHNICAL SERVICE CENTERS

Corserva's Technical Service Centers give you direct access to our engineers and staff.

✔ 24x7x365 support via web, phone, or email

✔ Web based portal for service ticket creation/tracking and project progress monitoring

✔ Certified engineers and project managers

✔ Customized communication plans and escalation procedures

Corserva's entire organization utilizes a professional services automation platform based on ITIL processes. From engineering to sales, all our employees follow best practices and support our customers to the highest degree.

— Incident Management

The Corserva service team has multiple service boards, built-in priorities, and escalation levels to ensure our team can resolve client incidents quickly.

— Request Management

We have the right workflows in place to receive service requests and work them to resolution as quickly as possible, without missing any items. The combination of multiple service boards and flexible service ticketing allows our team to efficiently address incidents.

— Service Level Management

Based on ITIL standards, our teams provide Service Level Agreement management on severity and impact of an incident.

— Service Reporting

To deliver exceptional service, we monitor our performance and trends. Reporting metrics provide visibility into predefined key performance indicators.

Leading Vendors

When you partner with Corserva, you benefit from our long standing relationships with more than 800 vendors, including:

Adobe Systems	Logitech
Apple	Microsoft
AT&T Cybersecurity	Motorola
Cisco	Oracle
Citrix	Panasonic
Cylance	Red Giant
Datto	Red Hat
Dell	Samsung
Elo Touch	Seagate
Epson	SolarWinds
Fortinet	Star Micronics
HP	Supermicro
HPE	Symantec
Intel	Targus
JAMF Software	Toshiba
Kingston	Veeam
Lenovo	Veritas
Lexmark	VMware
LG Electronics	Zebra Technologies

— Change Management

Change management procedures are in place to ensure that standardized methods and procedures are used for efficient and prompt handling of all changes.

— Knowledge Management

We record and index work history with detailed, searchable data, so our team never has to reinvent the wheel. We can also share information with customers via our custom client portals.

CORSERVA®

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