



About Corserva

Corserva provides IT services to Fortune 1000 enterprise and mid-market clients. The company 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 integrated IT services.

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

Our business success is built on long-term relationships that deliver reduced cost, innovative business solutions, and a competitive advantage for our clients. We succeed because we focus intensely every day on delivering tactical IT solutions that foster our clients' success. We measure that success in very precise terms such as service level agreements (SLAs), increased uptime and performance, and security threats avoided.

Whether you choose to use our services for a single project or for a comprehensive enterprise-wide infrastructure solution, you can expect excellence in execution at every step of the way.

What Makes Corserva Different?

- ✓ We staff our own US based NOCs with Level 1, 2, and 3 technicians, supporting our clients 24x7x365.
- ✓ We own our geographically dispersed SSAE 16 Type II SOC2 data centers, which are HIPAA and PCI compliant. When there is a connectivity issue, you are not dealing with a middle man, so problem resolution is seamless.
- ✓ Our staff have key security certifications including CISSP, CISM, CGE IT, CRISC, and CompTIA Security+, as well as vendor certifications from industry leaders including Cisco, Fortinet, Hewlett Packard Enterprise, Microsoft, VMware, Veeam, SolarWinds, and AlienVault.
- ✓ Corserva has been in business since 1985. We have the breadth of experience to understand how changes in technology will impact our clients' businesses.



SERVICES

– IT Monitoring

Our technical support teams provide you with the operational support you need based on your tailor-made proactive management plan. From our NOCs, we provide 24x7x365 monitoring of all your endpoint and network assets. Frequently, we proactively resolve issues before users are even aware something was wrong. Our US-based help desk technicians provide round-the-clock support via phone, web, and email.

By outsourcing IT tactical activities to Corserva, you enable your in-house staff to focus on your business applications and operations, while leaving effective tactical operations to Corserva.

– Disaster Recovery & Business Continuity

Corserva's managed backup plans include four components: a physical or virtual backup appliance installed within your network, data and server replication to the Corserva Cloud in one of our secure data centers, automated testing that demonstrates recoverability to your specific Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO), and a warm standby disaster recovery environment within the Corserva Cloud.

Our backup plans focus on the recovery of data. The multiple components of our plans ensure that restores are complete and done as quickly as possible.

– Cybersecurity Protection

Corserva provides a simple solution to the complicated problem of protecting against an attack. With Corserva's cybersecurity solutions, all parts of the network (applications, clients, WLAN/LAN) are protected from all threats, whether cloud or IoT. Our cybersecurity offerings include firewall management, email encryption, anti-virus, anti-malware, data loss prevention, vulnerability assessments, intrusion detection, SIEM, and log management software.

We deliver customized solutions supported by our staff of certified security engineers, and backed by 24x7x365 monitoring. We also perform cybersecurity assessments and network penetration testing to evaluate the security of your IT infrastructure and make recommendations for improvements. These can be in support of compliance efforts for mandates and laws including those for HIPAA, NIST, SOX, PCI DSS, and GLBA.

– HIPAA Assessments

Corserva can provide an assessment of your HIPAA compliance against HIPAA rules. We will collect information from you and perform on-site physical checks of practices and policies, then deliver a HIPAA compliance review report to you.

Corserva understands the impact that HIPAA and the transition to electronic medical records (EMR) has had on healthcare organizations and medical practices. We have the cybersecurity expertise and network monitoring experience to identify vulnerabilities, unauthorized users, suspicious network activities, and patterns that can indicate or even foretell a breach.





– NIST Assessments

Corserva offers NIST assessments for organizations that must comply with the NIST 800-53 or NIST 800-171 mandates. The assessment process is broken out into three phases: evaluating the existing environment, performing a gap analysis, and providing a plan and timeline to meet the mandates.

Corserva has extensive experience working with manufacturers and other government suppliers who must meet NIST mandates. We understand the issues you face in maintaining a competitive advantage, and our staff of certified security professionals has a strong background in security assessments.

– Hosted VoIP

When you use a hosted voice over IP (VoIP) service, you gain savings in resources, both time and money. Your internal IT staff is freed up from having to manage your communications system or PBX, in addition to the cost savings realized.

Corserva's hosted VoIP service is a Gartner Magic Quadrant Leader in the Unified Communications as a Service field. The multi-tenant architecture provides enterprise capabilities and works with all the communication devices used across your organization, including traditional desk phones, PCs, smartphones, and tablets.

– Cloud Services

Whether you have already moved to cloud-based solutions or are just thinking about it, Corserva can be your valued partner in this endeavor. We provide cloud planning and migration services to move your systems to the cloud or to evaluate the security and performance of your current cloud-based systems. We offer private cloud hosting services from our secure SSAE 16 Type II SOC 2 data centers, which are HIPAA and PCI compliant, giving you your own private space in the cloud, including backup and disaster recovery.

If you plan to use Microsoft Azure, Corserva offers managed Microsoft Azure services so that you can gain the greatest benefits from a comprehensive platform of integrated cloud services. By outsourcing Microsoft Azure managed services to Corserva, you ensure that the platform will be optimally configured to serve your needs and that you are leveraging the complex and powerful features that you should.





– Managed Hosting

With managed hosting services from Corserva, downtime is minimized. You gain enterprise-class performance, resiliency, and redundancy at an affordable fixed monthly cost.

To reduce the risk of application outages and capacity constraints that result from power and communication interruptions, Corserva owns its own SSAE 16 Type II SOC 2 data centers, which are HIPAA and PCI compliant. As part of our managed hosting service, we proactively monitor and manage the performance of each of your applications 24x7x365.

– Email Services

Whether you're working in your office, from home, or on the go, Microsoft Office 365 offers a cost-effective alternative to purchasing and maintaining your own Microsoft Exchange software and servers.

With Office 365, you always have the latest versions of Office and you can create, edit, and share files from your PC, Mac, and mobile devices with anyone in real time.

Corserva provides the same plans that are available directly from Microsoft. Having moved many of our own clients to Office 365, we can migrate you from Exchange to Office 365 and handle any issues along the way. Going forward, if you choose, you can have Corserva manage your Office 365 implementation as part of a comprehensive managed IT services contract.

– Colocation

Instead of building your own data center or server closet, you can keep your expenses in check while strengthening security by relying on Corserva's data centers to house your servers, storage, and networking equipment. Our colocation facilities provide the space, power, cooling, and physical security you need. By using Corserva's colocation services, you gain a reliable, secure environment for critical business systems with maximum uptime and reduced operational exposure.

Corserva's data centers are redundant, secure, and compliant with the latest SSAE 16 standards verified through independent audits and compliant with HIPAA and PCI. Our colocation services provide rack space, monitoring, power redundancy, internet redundancy, data security, physical security, remote support, and onsite workspace.



– Wireless Networks

Wireless networking solutions enable businesses to extend their workplace well beyond the physical borders of their offices. When delivered successfully, these capabilities enhance collaboration with employees and visitors, improve service delivery, improve productivity, empower organizations, and take advantage of the convenience provided by anytime, anywhere access.

Corserva creates strong and secure wireless networks for organizations with enterprise-grade routers, switches, and secure access points including wireless beacons, giving you complete control of your wireless network. Our wireless solutions will enable your organization to remain competitive, while providing your staff with the flexibility and support needed to meet business objectives.

– Nationwide Technical Services

Corserva provides nationwide technical services that ensure 24x7x365 availability to keep your business-critical IT systems running at all times. Our professional services teams design, deploy, and support our nationwide IT services to solve complex and evolving business needs across North America. We can provide several levels of support including remote, onsite, and dispatch when needed.

When you have a problem, you can submit a trouble ticket or schedule a technician visit so we can quickly restore your systems. Our support services are available via phone, email, and web portal. Backed by a skilled tech support team, we dispatch highly trained field engineers to your location to make repairs to your equipment.

– IT Consulting

Our IT consulting services enable you to advance your business and to maximize the value of your IT investment. These services include network infrastructure design, virtualization design, and storage & data management design. We begin by evaluating your existing systems and network for security and connectivity. This enables us to correct any issues that may be hindering the business. We frequently discover underlying issues of which the client was not otherwise aware. Corserva can demonstrate the value we bring to your business from the very beginning.

Our advanced solutions deliver the latest technology to existing infrastructure environments. To maximize efficiency, we provide solutions that leverage existing systems already in place. We have the expertise to determine what areas of your network need to be upgraded and how you can maintain a secure network.

– Help Desk Services

At Corserva, we understand how critical the efficient use of your IT systems is to your day-to-day operations. We pride ourselves on providing clients with always available, best-in-class IT support services. Our goal is to make sure your critical IT systems and applications are always up and running and that any problems are resolved quickly and accurately by helpful, knowledgeable technicians. Corserva uses ITIL based, industry best practices to enable your users to work efficiently and effectively.

With Corserva's US based 24x7 IT help desk services, you gain responsive user support and reporting from a professional team of trained service desk specialists. We operate two 24x7x365 help desk centers from Trumbull, Connecticut and Orlando, Florida. All Corserva tickets are tracked and monitored for strict adherence to contract service level agreements (SLA). Corserva's SLAs stipulate response time requirements for reported issues as well as escalation timeframes based on priority levels. Corserva provides complete transparency to its clients, enabling them to access their customer portal to view the status of their tickets at any time.

– IT Contract Staffing

Whether you are looking for someone to fill a short-term need or be a permanent part of your staff, Corserva is here to help. As a technology company, Corserva is constantly developing teams of technical professionals, so we are well-versed in finding exceptional candidates. We can assist you in finding the talented, forward-looking personnel you need. We understand the specific educational background, experience, and employment history required. We know the proper job titles to use to attract candidates, as well as the duties often associated with specific positions.

We put this knowledge to work in our contract staffing services as we help clients match corporate needs with qualified applicants for technical positions in companies of all sizes. When you need IT recruitment and replacement services to build, expand, or supplement your internal staff, Corserva is your staffing partner.



– Lifecycle Management

Corserva has you covered for the entire IT lifecycle from initial procurement to end of life services including re-marketing, environmental recycling, and lease return services. Our technology services provide a single source to simplify the multi-vendor IT world, from the desktop to the data center.

With two state-of-the-art technical service centers, we can execute programs across North America or within a single campus environment. We work with over 800 technology vendors to bring the best products to our clients. For each of our clients, we provide a branded portal for placing orders and a team of technology consultants who have hardware purchasing expertise of everything from the desktop to the data center.

– Configuration & Integration

Corserva provides highly certified and vendor agnostic integration services that enable you to maximize your investment in new products by making them function effectively with what you already have.

When delivering new hardware, we replicate your network on a test network that mimics your live network, down to its arrangement in your data center. We test all software in a virtual environment before installing new products or updates for existing products and adapt it to your system. To assist you in keeping accurate inventory of your equipment, we physically etch, barcode, or custom label the product and maintain records using Excel or another database application.

– Warehousing & Logistics

Corserva provides solutions to simplify and streamline your IT deployment projects including: secure storage, integration labs, staging areas, inventory management, stockpiling of parts and supplies, redeployment, equipment refreshes, and product recall management.

Our facilities are secure, geographically dispersed, and provide the warehouse space you need. Asset management and tracking software ensures you have the supplies on hand when you need them.

– Asset Recovery Services

Asset recovery services and asset disposal services are needed for remarketing, environmental disposal, and leased returns. Corserva has a variety of plans to completely eradicate data, depending on the needs of your organization and the type of data you have been storing. With whichever method you choose, your sensitive data is completely and permanently removed from your IT assets. For auditing purposes, you receive certificates to prove that secure erasure has been performed.

Corserva takes very seriously the legal requirements and sensitivity of the proper processes of IT asset recovery. Our asset recovery services are compliant with state, federal, and international data privacy regulations and guidelines, including ISO 27001 and ISO 27040.



Data Centers

fully secure, hardened, N+1 redundant, SSAE 16 Type II SOC2 (HIPAA and PCI compliant)

Network Operations Centers (NOCs)

24x7x365 monitoring and remediation with Level 1, 2, and 3 technicians

Technology Concept Center

provides hands on capability to gain an understanding of advanced functionality as it would be deployed on-site



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