

# IT Monitoring, Management & Support

SOLUTION BRIEF

From Corserva's network operations centers, we provide 24x7x365 monitoring of all your endpoint and network assets. Our US based help desk technicians provide round-the-clock support via phone, web, and email. Frequently, we proactively resolve issues before users are even aware something was wrong. For a fixed monthly fee, you can rest easy knowing all parts of your network are being monitored and managed optimally. You reduce the labor expense needed to support your network while your users receive the support they need, when they need it. The combination of advanced tools, excellent process execution, and the expertise of Corserva's engineers ensures your operations run smoothly.

## BENEFITS

### Reduce the impact of unexpected failures

It's inevitable. At some point, hardware and software fails. But with Corserva's round-the-clock proactive services, the impact to your business operations is minimized. Potential issues are diagnosed and corrected before they can cause outages. Regular maintenance of your systems is conducted without interrupting users.

### Extend your IT capabilities

Partnering with Corserva frees up your IT team to focus on implementing business strategy, while turning over routine maintenance and end user help desk support to us. Additionally, you can rely on Corserva to provide the specialized skills needed to supplement your staff for special projects.

### Gain total visibility into your network

With real time inventory of all your IT assets and their connections, you have complete visibility into the health of your network and IT assets. Existing security issues are uncovered, plus you gain new insights into potential security issues moving forward as the network evolves.

We offer two different plans: Proactive Managed Service and Advanced Proactive Managed Service.

- ✓ 24x7x365 asset monitoring and help desk support from our US based network operations centers
- ✓ Identification, tracking, auditing, monitoring, and management of IT infrastructure including workstations, mobile devices, servers, storage, security, wireless, backups, and disaster recovery
- ✓ Enterprise-class remote monitoring tools to actively manage your network and software
- ✓ Real-time view of your network
- ✓ Automated backups of network infrastructure configurations, essential for quickly restoring service during an outage
- ✓ Antivirus and malware protection for endpoint devices including PCs/Macs, network devices, servers, and mobile devices
- ✓ Operating system and 3rd party software updates and patching
- ✓ Management of public, hybrid, and hybrid cloud environments



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