Managed IT Services

Plan	COR CARE Complete	COR CARE Secure Complete
All Inclusive Pricing, Unlimited Support	Yes, Per User	Yes, Per User/Device
Intrusion Detection and Security Monitoring (SIEM)	Not Included	Included
Business Critical Response Time	15 Minutes or Less	15 Minutes or Less
Business Hours, Monday through Friday	7:30 AM to 5:30 PM EST	7:30 AM to 5:30 PM EST
On-Site Visits	Included	Included
Travel Time & Mileage	Included	Included
After Business Hours Support		
• Business Critical Issue	Included	Included
• Non-Business Critical Issue – 1 Hour Minimum, Billable	Not Included	Not Included
Installation of the Following		
• Computers and Network Devices Purchased Through Cornerstone IT	Included	Included
• Computers and Network Devices Not Purchased Through Cornerstone IT	Not Included, Billable	Not Included, Billable
Business Review Meetings	Included	Included

Support	COR CARE Complete	COR CARE Secure Complete
Help Desk Services – Includes Ticketing and Tracking of all Issues	Included	Included
Microsoft Product Support	Included	Included
Line of Business Support. Requires Active Support Agreement with Vendor	Best Effort, then Billable	Best Effort, then Billable
Server, Desktop, Laptop and Thin Client Support	Included	Included
Network Equipment and Firewall Support	Included	Included
End User Support Portal	Included	Included

Monitoring & Maintenance	COR CARE Complete	COR CARE Secure Complete
Managed Network Services	Included	Included
24/7 Monitoring of Network Devices	Included	Included
• Remediation of Events Requiring Attention	Included	Included
Software Updates for Microsoft & Supported Vendors	Included	Included
• Weekly Update Interval – Reboots May Be Required	Included	Included
Monthly Reports of Network Health & Ticket History	Included	Included
Business Review Meetings	Included	Included

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COR CARE®

Complete Managed IT Solutions

Managed Security	COR CARE® Complete	COR CARE® Secure Complete
AntiVirus License for Each Covered User	Included	Included
Identify Threats in Real-time	Not Included	Included
Response to Identified Emerging Threats	Not Included	Included
Generate Accurate Compliance Reports for PCI DSS, HIPAA and more	Not Included	Included
Insider Misusing Network Resources	Not Included	Included
Data Exfiltration Detection – Prevents Leakage of Sensitive/Proprietary Data	Not Included	Included
Remediation of Detected Events	Not Included	Included

Cor-Care Worksheet

How many users do you currently have?

How many servers do you currently have?

Do you have multiple locations?

Do you have any current IT issues or concerns?

How critical is uptime for your business?

How critical is security for your business?

Do you have any compliance reporting requirements? If yes, which ones? How do you currently handle compliance?