



Cor-Care is the flagship Managed Services product from Cornerstone IT. There are multiple levels of IT managed support, providing high system availability allowing you and your staff to stay productive.

	Silver <sup>1</sup>	Gold	Platinum
<b>Support</b>			
Cor-Block – Hour bank (25 Hour minimum)	✓		
Server Support	•	✓	✓
Backup Support	•	✓	✓
Workstation Support	•	✓	✓
Microsoft Workstation Software Support	•	✓	✓
Microsoft Server Software Support	✓	✓	✓
Custom User Support Portal	✓	✓	✓
Business Hours Phone Support	✓	✓	✓
Limited Scheduled Onsite Support		•	✓
Microsoft Professional Support Services		✓	✓
Maximum 8 Business Hours Request Response	✓		
Maximum 4 Business Hours Request Response		✓	
Maximum 2 Business Hours Request Response			✓
<b>Monitoring/Maintenance</b>			
Server Monitoring	✓	✓	✓
Exchange Hosted Services E-mail filtering (EHS)	•	✓	✓
Workstation Monitoring	•	•	✓
Backup Monitoring	•	✓	✓
Active Directory Admin/Maintenance	✓	✓	✓
Patch Management	✓	✓	✓
Offsite Backups (Weekly)	•	✓	✓
Offsite Backups (Daily)	•	•	✓
Backup Media Rotation	•	•	✓
<b>Managed Security</b>			
Antivirus Management	•	✓	✓
Security Administration	•	✓	✓
File, Folder and Share Administration	•	✓	✓

Cor-Care Silver – Silver allows you to choose from a variety of options suited to your business needs. Service hours can be purchased in blocks of 25 or more hours to allow us to provide better rates. Services are billed by line item selected so that you only pay for the services you need.

Cor-Care Gold – Gold is a flat rate plan which covers many of the same options as silver but allows you to set a fixed budget for managed support with a faster response time when you do need a technician.

Cor-Care Platinum - Platinum is dedicated support designed to meet the needs when your systems can't go down. Your lead engineer will be thoroughly versed in your systems and will be responsive to your needs on your schedule. Pricing for the platinum plan varies based on your specific needs and a detailed analysis will be done to insure that you're getting the best service for the best price.

• - Optional (additional cost) | <sup>1</sup> Included items are covered under monthly fee, all other services are deducted from the cor-block hour bank.