

Executive Overview

- Headquarters: Sacramento, California
- Founded 1982, Privately owned, 300+ employees
- Broad Portfolio of Vendor Agnostic Solutions and Services across entire technology stack
- Global Footprint for services delivered remotely, on-site, or in the Cloud at any location
- Flexible and Customized Consumption Model for CapEx/OpEx - owned/managed by the customer, owned by customer and managed by Quest, owned by Quest and managed by the customer, owned and managed by Quest
- Global Service Delivery Centers with multiple follow-the-sun 24X7 NOC/SOC
- 1,000+ managed service customers

Product & Service Offerings

Quest Service Pillars & Solution Building Blocks

- Vendor Agnostic, Customized Professional and Managed Services across the IT stack delivered at any location.
- Network, compute, storage, telephony, security, OS, database, collaboration, software, licensing
- Cloud – Public, Private, Hybrid
- Managed Services – Global MSP, MSSP with bundled/customized SLA's leveraging Customer or Quest-owned assets, including "X"aaS – IaaS, DaaS, DRaaS, BaaS, PaaS, UCaaS, CCaaS, SDWANaaS, EPaaS and PwMaaS.
- Professional Services – Strategic consulting and staffing, Database
- Cybersecurity – Incident Response, Design, Deployment, Monitoring, Management, SEIM, Incident Response, vCISO and product/service solutions across the entire stack.
- Risk Management - Compliance, Policies, Business Impact, DR/BCP, Incident Response, Security Framework consulting, gap assessments and recommendations/remediation.
- Technical On-Call Support and End-User Help Desk

Sales Engineer Take On Best Fit

Quest does a little bit of everything: cloud, security, managed services, pro services, licensing, and more. They're a great fit for customers with varied or unusual requirements, as they can often come through when others can't.

- Niko O'Hara, Head of Programs, Engineering & Vendors

Key Features & Differentiators

QuestFlex® - Customized and Flexible Delivery

- Customized bundled services and solutions delivered at any location, including customer on-premises, Cloud, and/or any of Quest's 20+ global service delivery centers.
- Asset Ownership options delivered as CapEx and/or OpEx

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- Solution management options from full customer managed to fully outsourced and/or hybrid.

Benefits:

- Focused on the customer's consumption preference vs the seller's offer and customized/bundled into a single contract.
- Can be blended with other providers offers to fill in delivery gaps.
- Able to address unique compliance requirements that competitors cannot address.

Complex Delivery Specialists

- Technical and business expertise throughout the entire solution stack allows Quest to support complex projects spanning multiple technology disciplines versus working with multiple suppliers.

Benefits:

- Reduces finger-pointing and speeds time to delivery.

Top Industries Served

- Other

Ideal Customer Profile

Complex Service Delivery

Customer in pain or challenged with successfully completing initiatives due to lack of internal skill sets, resource availability, complexity of required solutions, and/or integration between multiple products, suppliers, or vendors.

Technical On-Call Support and End-User Help Desk

Quest's 24/7 support for technical support and end-users across the entire stack. Customers are fully onboarded for a comprehensive understanding of their environment, workflow and policies to assure faster time to resolution of critical issues.

Qualifying & Technical Questions

1. Do you need help deploying/integrating/migrating your solution?
2. Do you need help managing/co-managing your solution?
3. Will you be purchasing the solution (CapEx) or would you like it delivered as a service (OpEx)
4. Where would you like the solution to reside – in house, off-site, hybrid?
5. What is not working with your current solution?
6. What is not working with your current supplier?
7. How will the transaction happen; who needs to review/approve?
8. Is funding in place or is the proposal budgetary?

Elevator Pitch

Quest is a full service, privately held, vendor-agnostic Technology Consulting and Management Firm providing a broad range of professional, Cloud, managed service and system integration services to corporations throughout the United States and the world. Founded in 1982, Quest specializes in delivering complex services across multiple disciplines.

Objections & Rebuttals

Cloud isn't reliable enough for my business needs.

Customers can define their own solutions to meet granular Service Level Agreements to address RTO (Recovery Time Objectives) and RPO (Recovery Point Objective) for any platform or application.

My business' security and compliance needs don't allow for cloud.

Quest's flexible deployment models allow Cloud services to be customized to suit customer security and compliance requirements. Services can be delivered at any location and built to suit strict governance and controls to meet security and compliance standards.

'Managed' Cloud Services *means* giving up control of my environment which we can't do.

Quest services are customized to suit various management options that allow the customer to control as much or as little as required.