

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 PWWaaS.
- 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?