



# Managed and Cloud Services

Expertise without the overhead.

Managing your business is hard enough. Staying on top of the myriad challenges and risks posed by technology can be even more difficult. But Quest can help. Our fully certified, dedicated team will provide expertise without the overhead.

With Quest, you can choose the degree of control over your own IT services. From **24/7 monitoring and maintenance to data protection and scalable communication services**, we deliver innovative solutions to keep your business secure, compliant, and efficient. Whether you're considering infrastructure on-premises, in the cloud, or in a hybrid platform, **Quest has you covered.**

“You must look at this as a long-term relationship. Examine the costs of owning a data center versus a proposal from Quest and you’ll see it makes a lot of sense to move it all to their cloud.”

– **Director of MIS,**  
Retail Food Chain

## Managed and Cloud Services



Cloud Backup and Recovery



Quest Cloud Platform®



Communication Services



Edge Compute and Data Center Services



Help Desk Support



Managed Cloud Infrastructure



Monitoring and Alerting



Technical On-Call Support



Umbrella Infrastructure Support



Learn more about Quest's  
**Managed and Cloud services.**



# Cloud Backup and Recovery

**Protecting your organization's data is vital. Planning for disaster recovery or disruption is an integral part of that protection.**

*Do you have cloud backup and disaster recovery solutions in place?*

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Companies of all sizes are using cloud technology today. Nine out of ten companies have already moved at least some of their applications or computing infrastructure to the cloud or plan to do so in the next 12 months. Backing up to the cloud is a convenient and cost-effective method of protecting your company's data.

Quest's Cloud Backup and Recovery Services offer convenient offsite storage for your backups without the cost and complexities of building and maintaining off-site infrastructure. Quest can easily set up and maintain a secure multi-tenant environment for hosting your offsite backups and replicate virtual machines (VMs). Quest's secure global Service Delivery Centers allow you to choose where to back up data so that it aligns with your business needs and budget. Quest offers fully integrated solutions for backup, replication, and restoration from the cloud utilizing Veeam or the platform of your choice.

## Upgrade Your Cybersecurity Efforts to Keep Pace with New Threats

Cyberattacks are growing increasingly advanced — and damaging — by the day. Are you confident that your data protection and recovery strategies will measure up?

You've heard of the 3-2-1 Rule as the industry standard for data back-up protocol, but recent shifts in cybercrime have demanded that this guideline be updated. With ransomware attacks more frequent than ever before, as well as the new focus on attacking back-ups, additional protection is essential.

Now your organization should abide by the 3-2-1-1-Q rule:

- **3 copies** of data back-ups, including a production copy
- **2 different** storage media options should be used at a minimum (such as cloud storage and a tape)
- **At least 1** copy should be kept off-site, in case of physical damage to your machines
- **At least 1** copy should be stored offline (or be immutable if stored in the cloud)
- Your backups should be tested on a **Quarterly** basis

Ensure the highest level of data recoverability and optimal protection from ransomware

While it's true that the 3-2-1 Rule has long been considered "enough," times are changing. The original rule is designed to save your production data; however, the new 3-2-1-1-Q Rule incorporates an extra back-up saving mechanism that could be the difference between recovery and disaster.

With the 3-2-1-1-Q Rule, you can be confident that your organization has the best-possible change of recovering data, no matter what you're up against: physical damage, human error, or a cyberattack. It's the highest level of protection possible, and a necessity for ensuring that your organization will be able to get back to work as soon as possible.





## Backup as a Service (BaaS)

Cloud Backup made simple. Avoid the risk of catastrophic data loss with hosted offsite backups through a secure SSL connection with no additional Veeam licensing required. The most efficient and secure way to get backups off-site for as low as \$18/TB/month with a minimum of 5 TB of storage and a 36-month commitment required.

- **Complete visibility and control:** Access and recover data in Quest's cloud directly from the backup console; track consumption and receive reminders for hosted storage renewals
- **Modern backup architecture:** Leverage Veeam's modern backup technology, including backup copy jobs with built-in WAN acceleration, forever incremental backups, and GFS retention policies
- **End-to-end encryption:** Encrypt all data before it leaves your network perimeter — in flight and at rest — without negatively impacting the data reduction ratios of built-in compression and WAN acceleration

## Disaster Recovery as a Service (DRaaS)

Fast, secure, **cloud-based disaster recovery**. Ensure access to your critical applications and data 24/7 in times of disruption or disaster for as low as \$99/TB/month with a minimum of 2 TB of storage and a 36-month commitment required.

- Advanced, image-based VM replication is simple to set up and easy to use through Quest's cloud
- Virtual cloud host for disaster recovery with CPU, RAM, storage, and networking resource allocation from Quest DRaaS
- Full or partial-site failover/failback to Quest's cloud from anywhere with just a few clicks through a secure web portal and partial-site failover to instantly switch over to selected VM replicas only
- Built-in network extension appliances via a secure, reliable TLS/SSL connection to Quest's cloud with traffic encryption
- Multiple traffic-reduction technologies, including built-in WAN acceleration, BitLocker™ and replica seeding





# Quest Cloud Platform<sup>®</sup>

## Modernize and Secure Your Applications and Increase Speed to Market

*Experience application transformation and discover a new and exciting way to develop products with Quest Cloud Platform<sup>®</sup> (QCP<sup>™</sup>).*

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### Why Cloud Enable Your Applications?

QCP<sup>™</sup> (Quest Cloud Platform<sup>®</sup>) is an open source PaaS that enables middleware to run applications in the cloud. It enables multiple benefits, including improved developer productivity; better feature velocity for faster time to market; and less expensive, more efficient operation.

### Why QCP<sup>™</sup>?

- Reduce cost on operations and infrastructure
- Summarizes new features and changes so you can decide what is needed
- Shorten software release times
- Speed products and features to market faster
- Create and deliver software faster by automatically deploying application code
- Perform zero-downtime deployments
- Provide instant OS patches and upgrades with no downtime
- Built-in high availability
- Host on-premises or in a public cloud





# Communication Services

## Take your business to the next level with fully integrated unified communications

*Unified Communication as a Service (UCaaS) is a cloud-based phone system and collaboration platform. It enables users to be more mobile and productive, sharing ideas and content through a single system.*

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### Highly Reliable

The voice network is purpose-built for reliability. Data centers provide redundancy and minimize latency, while prequalification guidelines and VoIP network testing help ensure a reliable connection and voice quality.

### Simplified Scaling and Management

UCaaS scales according to the needs of any business, even if there are many users. Services can be ordered according to the number of users or resources needed today, and you only pay for what is used. Ordering additional services is easy and can be activated quickly.



## Increased Productivity and Collaboration

Applications available anywhere, anytime, and on any device make a more productive and flexible workforce. Mobile devices can interact seamlessly with the corporate phone system. Voicemail messages are transcribed to text and/or email, allowing for more efficient voicemail management. Additionally, integrated chat, SMS, video conferencing, screen sharing, file sharing, and file backup extend reach and facilitate increased collaboration.

## Business Continuity

Ensure that you never miss an important business call. Mobile apps have full business phone functionality, allowing them to be used if desk phones are unavailable. Plus, cloud systems are immune to local outages. The platform will try all user devices, then dial phone numbers like cell phones, hunt groups, or other auto attendants.

## Lower Cost

With no hardware to buy, install, manage, upgrade, or replace, you'll enjoy reduced costs for infrastructure and operation compared to a traditional phone service. Voice and data are consolidated into one network, along with flat, per-user rates and unlimited domestic, local, and long-distance service.

## Vendor Integration

Whether in the office or remote, Quest's UCaaS solution seamlessly integrates all your communication tools — desktop phones, mobile phones, and computers — into one manageable solution. It can also integrate with a variety of vendors, including Microsoft Teams, Zoom, traditional OEM, and call center applications.





# Edge Compute and Data Center Services

## Quest Edge Compute Services

*As your volume of data increases exponentially, central data centers can become extremely inefficient. The solution is edge computing.*

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With Quest Edge Compute, the real work of computing takes place closer to the point where your data is being generated. Plus, you will enjoy a cost 30 to 40% less than Azure and AWS. By provisioning IT “as-a-service” edge computing closer to your workloads, you can reduce latency, lower costs, improve performance, and optimize for security and compliance.

- Co-location Services
- Private Data Center
- Public Cloud
- Disaster Recovery



## **As-Used or Dedicated Consumption Model**

Quest Edge Compute brings the cloud to you, making it possible to consolidate workflows in unprecedented and time-saving ways.

If you are moving back from the public cloud, Quest Edge Compute offers more consistent performance and allows you to manage predictable costs—you will have Amazon Web Services compatibility without being locked in.

With secure data centers located around the world, Quest is uniquely positioned to deliver cloud services closer to your data source. That means an immediately noticeable decrease in latency and significantly higher performance than available in the public cloud.

Quest Edge Compute allows you to keep your enterprise data as close as possible, achieving stricter control over your resources. It makes geographical coverage a key differentiator, provisioning IT “as-a-service” solutions just a few clicks from your customers’ workloads. This service is helpful to organizations that require Elastic Computing (EC2)-compatible services and feel most secure when working with a complete IT service provider. We also provide storage as a service (STaaS), from S3 to Archive to high performance services.

Plus, our elastic computer cloud scales with any business demand. Your business objectives, not those of a public cloud provider, dictate the availability and scale of your production and disaster recovery sites.

## **Quest Edge Compute Services Can Be Delivered to Any Location and Be Adjusted on Demand**

These services include self-service computer provisioning, predefined and fully customizable instance types (vCPU-based), autoscale groups, network and application load balancers, running Windows and Linux workloads, AWS integration, Standard Elastic Block Storage (EBS) for boot and O/S drive, configurable EBS volume and VM protection policies, and live network diagramming.

## **Configured to Meet Your Specific Needs and Delivered to Any Location**

If your organization has decided to take the next step in digital transformation, we can help. Quest Edge Compute Services can be configured to meet your specific needs and reconfigured on the fly to accommodate your changing storage workloads.

Quest Edge Compute Services can be delivered to any location and be adjusted on demand. This is a single storage solution that can be applied to every data type and work with whatever protocols suit your business needs. Quest will give you complete data visibility.





# Help Desk Support

## Quest Support and Help Desk

*When you sign up for Quest Support and Help Desk Service, you'll enjoy live, U.S.-managed, 24/7/365 technical support on software and hardware products from certified frontline-support technicians.*

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### The Human Touch

Our friendly customer service team will use industry-leading internal processes to expertly troubleshoot your technical issues.

### Quality Assured

Phone calls are randomly recorded and monitored by a trained quality assurance team.

### Help Desk

Benefit from a call answering service, troubleshooting, and call logging using a populated knowledge base to resolve the incident at first point of contact. We offer Windows and Apple workstation troubleshooting and triage, desktop peripheral hardware support, remote control to resolve issues, and password resets.





## Key Quest Support and Help Desk Service Features

- Information Technology Infrastructure Library (ITIL) best practices
- Round-the-clock support by certified technicians
- Access to the eSupport portal for easy reporting
- Choice of multiple service offerings
- Customized, dedicated Automatic Call Distributor (ACD) phone line with an optional script
- Call-dispatch capabilities for on-site repairs
- 8 × 5 or 24/7/365 service levels available

## Key Benefits of Help Desk Services include:

- Freeing time for your internal resources to focus on core business and development projects
- Reducing operations costs
- Outsourcing help desk services, faster than building and staffing your own
- 24/7/365 service available
- Eliminating drain on your resources, staff, or infrastructure

## We Can Assist with Multiple Call Types

Contact us for help with all kinds of topics, including Internet/network connectivity, password resets, peripheral support (such as printer issues), dispatch/call management services, answering services, desktop applications (including basic Microsoft Office Support), Apple Mac OS X, enabling Exchange ActiveSync on mobile devices, and custom/vertical/line-of-business applications.

## Put Us to Work

Our Help Desk Service can be employed to complement your current staff during times of increased call volume, such as software rollouts and upgrades. Benefit from 24/7/365 technical support and an after-hours user interface, as well as answers to “how-to” and technical or error-resolution questions.



## Measuring Success

We strive for excellence. Our solution center maintains the highest standard of service-level metrics, including first call resolution, average speed of answer, abandonment rate, and daily review and management of all measurements.

## Trust Experience

Our experts respond to an average of 40,000 incidents per month. We have the experience to efficiently support our customers with many help desk clients, including numerous Fortune 500 customers.



## Contacting Quest Help Desk Service

Upon email or call for support, Quest will open a ticket, assign an expert technician, work with you to remediate the issue, track the progress of your ticket, and ensure all necessary resources are leveraged to resolve the problem.

- Quest Network Operations Center (NOC) is available 24/7/365 for service and support access
- Certified technicians ready to tackle any issue
- Instant access to our expert toolbox
- Utilize Quest as your second set of eyes on updates and reconfigurations, your enhanced support when your team's bandwidth is low, and your lifeline when things aren't running smoothly
- The moment you need us, we'll join forces with your team to help address any problems and stabilize your environment

Please contact us for a complete list of supported software, hardware, and other applications.

***Learn how [Quest Help Desk](#) can increase efficiency and impact your bottom line.***



# Managed Cloud Infrastructure

## All the IT You Need When and Where You Need It

*Your IT resources must be positioned to help your business realize its financial and strategic objectives — something that's difficult to achieve when you're burdened with the complexities and limitations of a traditional data center.*

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### **Required: A Cloud-Friendly Infrastructure**

Today's data centers need to support a highly mobile workforce, a proliferation of devices both physical and virtual, and increasingly data-driven business models. Data centers also must seamlessly incorporate cloud applications and services that are likely to scale dramatically and unpredictably.

It all adds up to a new kind of data center architecture that dynamically unites computing, networking, storage, and management into an intelligent, fabric-based infrastructure able to automate deployment and management across physical and virtual resources for superior delivery of IT as a cloud-based service.

## Quest's Infrastructure as a Service (IaaS): Built for You

This sort of new data center architecture is prohibitively expensive to build and deploy. Fortunately, Quest has built it for you. Our Infrastructure as a Service (IaaS) uses leading-edge hardware and software components that have been combined to:

- **Enable rapid and secure on-demand delivery of infrastructure and network services** across all types of applications (including virtual ones), so you get scalability, performance, and high availability
- **Deeply integrate our server environment and our network**—so management, transparency, and security move with virtual machines across the environment to provide a secure, high-quality experience within and between clouds of all kinds
- **Ensure automatic provisioning and management**, including self-service capabilities, policy-based controls, metering and billing/chargeback, and orchestration across our infrastructure's powerful resources

## Quest IaaS: Ready 24/7

As the foundation of our many cloud offerings, Quest's IaaS is deployed in our worldwide network of Service Delivery Centers, ready 24/7 to bring you a secure, unified, intelligent architecture that you pay for out of your OpEx budget, not CapEx.

## The Quest Cloud Platform® (QCP)

QCP™ is a scalable standards-based design, leveraging technology to optimize performance, automation, and capacity. It is scalable to hundreds of thousands of VMs and tens of thousands of hosts for geographically diverse delivery. The current design provides 40 GB networking for storage and client internal connectivity. Internet connectivity is scalable to whatever need the client may have, and offers next generation; SMB-based, tier-less storage; and performance managed at the individual VM level.

We can provide technology and services capability in any configuration you choose, bringing you many deployment options for ownership and/or management, including local, remote, and hybrid cloud services.

We'll work with you at every level in your current IT environment, with deeply experienced professionals capable of translating business goals into technical requirements and implementation plans, then following through to deployment, management, and ongoing support. You will get all the IT you need, when and where you need it.





# Monitoring and Alerting

## 24/7 Monitoring, Alerting, and Support

*Quest provides peace of mind knowing your systems are watched and supported 24/7, allowing you to focus on your core business.*

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### Server/Virtual Server Monitoring and Support

Quest can perform monitoring of server hardware and OS; automated patch monitoring, alerting, and support of OS; minor configuration changes; and remote HW/OS troubleshooting/remediation.

### Hypervisor Monitoring and Support

Quest offers 24/7 alert/performance monitoring of Hypervisor (per physical host); automated patch monitoring, alerting, and support of Hypervisor; minor platform point release installation; configuration changes; and remote Hypervisor troubleshooting/remediation.



## Switch/WAN Monitoring and Patching

Quest can monitor your hardware and software environment; provide configuration backup; and help with minor platform point release/patch installation, configuration changes, and remote HW/SW troubleshooting remediation.



## Firewall/IPS Monitoring and Patching

Quest's offerings include monitoring of your hardware and software environment, IPS event and UTM event monitoring, signature updates to IPS, configuration backup, minor platform point release/patch installation, configuration changes, and remote HW/SW troubleshooting and remediation (security breach remediation not included).

## UPS Monitoring and Patching

Quest can perform monitoring of UPS hardware and OS; conduct automated patch monitoring, alerting, and support of OS; and perform remote HW/OS troubleshooting/remediation.

## Quest Network Operations Center (NOC)

Upon receiving an email or call for support, Quest will open a ticket, assign an expert technician, work with you to remediate the issue, track the progress of your ticket, and ensure all necessary resources are leveraged to resolve the problem. Quest's Network Operations Center (NOC) is available 24/7/365 for service and support access, with certified technicians ready to tackle any issue. When you work with Quest, you'll receive instant access to our expert toolbox. Utilize Quest as your second set of eyes on updates and reconfigurations, your enhanced support when your team's bandwidth is low, and your lifeline when things aren't running smoothly. The moment you need us, we'll join forces with your team to help address any problems and stabilize your environment.





# Technical On-Call Support

## Technical On-Call Support Services

*Easy access to the support you need, when you need it.*

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Experience the agile and responsive technical support you need, when you need it. Your organization can carry on with business as usual, and we'll be here when you need an extra lifeline.

With Quest's Technical On-Call Support Services, your organization is on-boarded just the same as our dedicated Managed Services clients. We understand your environment before help is needed, providing ease of escalation and saving you valuable time, money, and resources.



## We Can Assist with a Range of Questions and Problems Including, But Not Limited to:

- Files are locked by a ransomware virus
- No access to Internet resources outside of the local network
- Users can't get a wireless connection in the office
- One branch cannot connect to the Internet
- No access to email or IP phone service
- Need for Windows update to select laptops
- Help configuring a firewall around new circuit

During your on-boarding process, our team works closely with you to become familiar with your people, network, policies, and procedures. If troubles arise, we'll be able to immediately integrate with your team to tackle the issue and provide support.

## Quest's Technical On-Call Support Services Key Benefits:

- Thorough on-boarding to gain a holistic understanding of your environment
- Freed time for your internal resources to focus on core business and development projects
- 24/7/365 service access to our Network Operations Center (NOC)
- Certified technicians ready to tackle any issue
- Minimized drain on your resources, staff, and/or infrastructure
- Instant access to our expert toolbox
- Ease of escalation

Once you notify us, our NOC technical team seamlessly merges with your organization. We will open a ticket, assign an expert technician, work with you to remediate the issue, track the progress of your ticket, and ensure all necessary resources are leveraged to resolve the problem.

Utilize Quest as your second set of eyes on updates and reconfigurations, your enhanced support when your team's bandwidth is low, and your lifeline when things aren't running smoothly. The moment you need us, we'll join forces with your team to help address any problems and stabilize your environment.





# Umbrella Infrastructure Support

## Quest Umbrella Infrastructure Support: Comprehensive Coverage for Your IT Infrastructure

*Your business demands IT systems that work, but finding the fundamental support you need is not always so simple. Quest's Umbrella Infrastructure Support is designed to help you reduce IT-related pains and get the most ROI out of your existing environment.*

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### Support Overview

- Support for existing IT infrastructure
- 24/7/365 user help desk
- Server, network, and wireless support
- Optional assessment and recommendations designed to help improve your computing environment



## Infrastructure

- Server diagnostic and performance tracking
- Firewall, switch, and wireless AP troubleshooting
- Monitoring of supported devices
- Security alert monitoring, if applicable
- Patching, firmware, and security consultation
- Hardware support provided as defined by the terms of the current OEM maintenance agreement

## Users

- Remote hands support to resolve issues
- Best-effort support for Windows-based desktops and applications
- Basic “how to” questions
- Server-based password resets
- Workstation and server troubleshooting and triage
- User network/internet connectivity issues
- User administration of MS Exchange or hosted email applications
- User adds, moves, and changes in Active Directory



How can we help?



[www.questsys.com](http://www.questsys.com)  
1.800.326.4220

**Quest**<sup>®</sup>  
TECHNOLOGY MANAGEMENT