Professional Services

Meeting your demands.

The pressure is on. Most IT leaders are wearing multiple hats to try and stay on top of every security threat, improve customer service, decrease time-to-market, manage applications, and help grow the business with limited staff and budget. Lighten your load by delegating some of those technology hats to Quest.

Professional Services

Application Development

Staff Augmentation

Project Management & Support

Cloud Migration & Support

Technical Management for Mergers & Acquisitions

Technical Program Management & Consulting

Technical On-Call Support Services

Technical Staffing

Email Migration & Support

Learn more about Quest's **Professional services.**

Professional Services

Take advantage of the best in current and emerging technologies. Quest has the talent and experience to fulfill your needs, including:

- Technology Consulting

- Project Management

- Operating System and Platform Migration

- Email Management

- Staff Augmentation

- Business Continuity and Disaster Recovery

- Email Archiving/Backup Services

Applications

To ensure the smooth flow of critical information, we dig deep to identify and analyze all facets of your network:

- Applications Programming and Development

- Business Process Analysis

- Web Development

Platforms

Quest provides consulting, design, and implementation across all platforms and operating systems. We specialize in delivering smooth transitions for virtualization, MS Exchange, and Single Sign-On.

Infrastructure Services

We provide end-to-end networking solutions, including design, installation, deployment, and maintenance, in many areas. These include network assessments, trending and capacity management, security, wireless assessments, and telecom audits. Quest will validate and fine-tune your current in-house IT practices, returning valuable time back to you.

Our Project Managers provide technical project management expertise, the kind you only get from years of experience.

Application Development

Move Your App to Market Sooner and Ramp-Up Profit

Your organization needs an effective, intelligently designed software solution—and it needs to be on time, on budget, and on track with the project's specific needs and goals. With Quest's Application Development service, you gain the advantage of expert support from concept to creation, streamlining development and ensuring exceptional results.

Application Development

Application development projects are a complex balancing act of ensuring milestones and retaining hard-won ROI. Quest can handle the details with our flexible development strategies. We offer a team suited to your needs and an agile approach to the traditional Application Life Cycle Management.

Assessment and Validation

Our business and development consultants ask your team the critical questions to understand your requirements and effectively scope and document a high-level solution.

Concept/Design

Armed with information gleaned from the discovery phase, our engineers create a development design document and estimate which includes accurate timelines, deliverables, and cost estimates.

Development Agility

Quest develops, tests, releases, and documents the application with flexible options available depending on application targets or verticals. You have every opportunity to review your application and provide feedback. Our Continuous Integration/Continuous Delivery (CI/CD) process helps automate testing and release management, minimizes operational risks, and aligns with business changes in real-time.

Testing and QA

Applications are deployed into a beta environment for user testing, load testing, and quality assurance processes. Together, we'll review and finalize your documentation and testing results while preparing for application deployment.

Production/Launch

Launch your application in one of our many data centers, at your site, or via the channel of your choice. At this stage, any final testing and stability assurance is completed.

Maintenance and Support

Quest can design a dynamic and comprehensive solution to handle the maintenance and support of your application, tailored to your distinct needs.

Application Security

Most developers are not security experts, and secure coding has historically not been a priority, or even feasible, with limited IT security resources. Quest offers a time-saving solution for all types of security testing and for all types of users, including application developers, build managers, Quality Assurance (QA) teams, penetration testers, security auditors, and senior management.

Virtual Bench

Tell us more about your needs and our Virtual Bench will provide staff augmentation or offer customized team solutions that can carry you through the entire development lifecycle.

Data Operations (DataOps)

Quest brings together DataOps engineers to support the data-focused enterprise with organizational structures, processes, and tools, thereby delivering business value with our infrastructure and experience. Via our collaborative and flexible approach, you will be able to develop complex data products and diverse process solutions faster and with higher quality. Our expertise includes data analytics, data science, data engineering, machine learning, business intelligence, data warehouse, data migration, and data lake.

Global Reach with Local Support

With proven off-shore and near-shore development reach, our partners in North and South America and Asia can save you money on development costs and offer an ROI hedge during development lifecycles, a valuable option in today's business environment. Our comprehensive on-shore resources feature hybrid teams and US-based project managers, so communication is handled without complication.

Mobile Development Expertise

From concept to development, Quest can take your business to the next level by strategically designing applications for any mobile device. Achieve optimum performance and universal usability while bringing your apps to market fast!

Staff Augmentation

Do you have the qualified IT staff you need to get that project done? Not only finished but done right and within the established timeframe and budget? If you answered no, you need to bring in IT experts with the necessary knowledge and capabilities.

Quest Handles It All

Quest has been placing IT professionals for decades, drawing from a deep pool of talented and experienced candidates. Quest IT Staffing professionals can fill your job openings for contract workers, provide staff augmentation for projects, and supply talent for direct hire or temp-to-hire opportunities in your department.

How Does Quest Handle Technical Staff Screening?

Quest understands today's technology trends and maintains strong working relationships with skilled, highly proficient IT experts worldwide.

For Quest, it is a small step from providing state-of-the art technology solutions to arranging for the best IT professionals to work on your behalf, either in direct-hire placements or via contract.

Quest's staffing professionals will handle the technical staff screening for you, easing the recruiting process and reducing the amount of time your hiring manager has to spend finding the best candidates.

Your Quest staffing team will source candidates who not only match your skill requirements but also fit in well with your working environment. And Quest validates the technical skills and certifications of all the talent they recommend as new hires.

Quest's many diverse experts understand information technology developments and trends from an in-the-trenches perspective. They know what works, what doesn't, and why.

With Quest as your IT staffing services provider, you can transition from wrangling IT talent to managing your business-critical projects.

Project Management & Support

You may be inundated with projects right now. You often are. Projects that require management by someone with experience across a wide swath of IT specialties—someone you don't currently have on your team.

Or, you might need to supplement your team with an additional project manager to see things from initial concept to completion, but you may have cash flow constraints. Outsourcing your project management and support roles could be the answer you're seeking.

Project Management Calls for Specialized Skills and Abilities

You wouldn't trust this work to just anyone. You have specific goals for your project and it needs to be completed on budget and on time. Finding a project manager with the skills and certifications needed to successfully execute your project can be time-consuming.

In order to confidently outsource your project manager roles and focus on your other high-priority work responsibilities, you will need to find multi-faceted technology consultants with process-based project management-specific certifications, expertise, and keen attention to detail.

Outsource to Project Management Experts

Quest can help. Our project managers ensure strategic business alignment by maintaining a high-level view of project elements.

Our expert project managers have deep industry and role-specific experience with thousands of hours of project management experience across multiple implementation, migration, and project domains.

Our project managers work closely with our engineering and technical teams to understand the technical nuances of a project, allowing them to successfully communicate the project to stakeholders.

Many Quest project managers have Project Management Professional (PMP) and Agile certifications, plus a variety of other certifications held in topics like project management, project management methodologies, application development, cybersecurity, end-user training, and cloud computing training.

You can use Quest's Project Management services for as long as you need them— ramping up during busy periods and cutting back as budget or workload dictates.

Complete projects on budget and on time with Quest.

Quest's Project Management Services include:

- Process-based Management
- Rational Unified Process
- PERT and/or CCPM
- Event Chain Methodology
- Planning and Design
- Project Managers and Support Staff
- A Robust Project Management Framework
- Technology Consulting
- Security Policy/Audit/Forensic
- Enterprise Design and Management
- Application Profiling
- Wireless Design/Assessments
- Vulnerability and Penetration Testing
- Microsoft Architecture and Integration
- Project Management
- E-commerce Development

Skip the lengthy process of finding that perfectly matched project manager. With Quest, you can hire experienced project managers within days, not months.

Cloud Migration & Support

Currently, cloud data centers process most workloads and compute instances. It's easy to see why: the cloud can provide safe and secure delivery of applications, information, and resources. However, it can be difficult to get started. Luckily for you, there are ways to get help.

Why is Migrating to the Cloud Important?

Due to changes in cloud and server cost, security, resiliency, scalability, and product lifespans, many people are now migrating to the cloud, both within and between data centers. But while cloud computing can help you overcome the challenges of modern IT, a one-size-fits-all service is generally not ideal. Organizations are often faced with an array of business and technical difficulties when preparing, redesigning, and moving applications to the cloud. Training people to use the new tools and processes can also be an obstacle. In order to make the right decisions for cloud migration, you must first understand your unique business situation.

Quest Cloud Migration

Quest has a fully certified, dedicated, and experienced Cloud Services team ready to assist you in completing your migration to the cloud. We've helped many companies move to private, public, or even hybrid cloud setups, and our solutions are flexible enough to achieve the required business objectives. Whether you want to migrate to the cloud, protect and back up your data, or cloud-enable your applications, Quest is devoted to helping you stay within your budget, remain safe and secure, and meet industry regulations.

Quest Cloud Support

After the migration is finished, Quest can further support your environment with various managed services. We provide the following:

- Backup for Microsoft 365
- Backup as a Service (BaaS)
- Desktops as a Service (DaaS)
- Disaster Recovery as a Service (DRaaS)
- Infrastructure as a Service (IaaS)
- Patch Management as a Service (PMaaS)
- Platform as a Service (PaaS)
- SIEM as a Service (SIEMaaS)

Discover the Information You Need to Operate in the Cloud

In addition, Quest offers a Cloud Migration Workshop to help you understand your current environment and plan for the future. This workshop is useful for discovering how you can maintain security, address cost concerns, and more.

The cloud is a powerful tool, and Quest can help you start using it safely, securely, and seamlessly.

Technical Management for Mergers & Acquisitions

Quest has the expertise to help you manage mergers and acquisitions. We'll converge and update your critical systems and provide additional support and resources to ensure optimal business continuity during and after the process.

Mergers and acquisitions (M&A) are a difficult time for companies. Numerous challenges can arise from the integration of different corporate cultures and technology ecosystems. It is essential to have a well-thought-out strategy to integrate technology assets ranging from infrastructure, data, and applications into a single unified framework.

This is where technology management comes in.

What is Technology Management in M&A

Technology management during M&A ensures that integrations occur smoothly and seamlessly without disrupting the business operations of either environment. A lack of technology management can lead to delays, increased costs, and problems with digital and physical security.

Quest understands the complexities of M&A, and we're happy to help you with your needs. Below is a list of critical technology management areas that you should consider for M&A, and we can assist you with each one.

Technology Due Diligence

Before starting strategic planning, it is essential to conduct full due diligence that covers the key technology areas of integration. The scope should protect critical technology assets, applications, infrastructure, and data. This will help to identify any areas that can cause the M&A to be unsuccessful, such as regulatory restrictions or data residency requirements. It can also help to highlight cybersecurity risks that can arise, such as a vulnerable technology or one environment having a high technical debt. Quest can help you capture and identify these issues early on, which not only helps management make informed decisions about whether to proceed with the acquisition, but also helps you avoid other problems later.

Gap Assessments

An M&A is not an organic growth of an existing company's IT footprint, but a merger of different systems, environments, applications, and security controls. It is imperative to carry out a thorough assessment at the start to identify potential areas of overlap, security issues, compatibility problems, technical debt, and areas of improvement. Quest can guide you through this assessment in the planning phase, letting you reap the benefits further down the line with a much smoother technology integration.

Project Plan

An M&A must be treated like a project, complete with a fully defined plan (especially for technology systems). This plan should highlight critical milestones and checkpoints with regular updates provided to management on successes or blockers. Management should ensure that sufficient investments in time and budgets are allocated so that the technology migration happens seamlessly. This can include training or upskilling existing staff, creating new environments for data storage, revamping security controls, upgrading existing hardware, etc. Quest has expertise with all types of projects, and can help you devise a smart project plan for your M&A.

IT Governance

It is essential to have full transparency through the M&A project by involving critical stakeholders like technology, audit, governance, risk management, cybersecurity, etc. This will ensure that the risk posture of either environment is not compromised, and technology controls are not downgraded. It is common during M&A for large amounts of data to be generated and stored as the environments merge. Having appropriate governance processes will ensure that no data security or quality issues arise in the long run, and Quest has the skills to assist you with designing these processes.

Integration & Implementation

In the implementation phase, systems, applications, and infrastructure begin the complex task of integration with each other. This requires oversight of all areas to ensure that no business or system disruption occurs and data is seamlessly migrated between environments. A key technology management area to consider is personnel training on the new applications and systems that will be used. Without proper training, staff will not be able to use the migrated applications, and they may also become resistant to the new technology systems and processes. This can result in delays, errors, and reduced morale. Therefore, investing in training early on can pay huge dividends further down the road. This is another place where Quest can help; our experience with setting up employee training will be useful for your M&A.

Monitoring & Oversight

M&A is not a one-time activity. Systems, applications, and data must be routinely monitored to ensure no issues arise. Additionally, it is important to consider that errors and misconfigurations might not be immediately apparent, and may take months or even years to appear. Criteria must be defined for the signoff of migrated data and applications as part of the technology management strategy. You can leverage Quest's expertise to make sure the proper monitoring is occurring in your business.

How Quest Can Help

Technology management is a critical strategic area that can determine the success or failure of your M&A. Companies often face challenges balancing the needs of effective technology management with their day-to-day operations. This is where Quest can help.

Quest's unique program can help you manage the complexities of technology management during your M&A. Our team of experts can handle the entire realm of technology management from beginning to end, including tasks in many areas. We can help with developing schedules, budgets, and RFPs; reviewing architectural plans; communicating with tradespeople; discovery; password management; merging data; migrating emails; assessing risk; and much more. Our Technology Program Management (TPM) forms a vital connection between IT and physical infrastructure, and is based on several key pillars ranging from technology integration to training and even overall project management. What's more, we can customize our offering depending on your requirements.

By offloading the operational responsibility of technology to Quest, your management can focus on making key strategic decisions instead of being bogged down with the day-to-day operational responsibility of M&A. Reach out to us for more details!

Here are just a few areas in which Quest can help ensure the success of your M&A process:

- Due Diligence (pre-M&A) review
- Discovery and Integration of Internet/web/ DNS presence
- Telecom discovery and consolidation
- Discovery and integration of end user devices and access methods
- Help Desk/Service Desk review, operations and handoff
- Full onboarding and offboarding of end user devices
- Migration period IT support
- Merging operational applications (possible AppDev to connect/bridge systems?)
- Merging data from servers/cloud
- Merging internal communications platforms
- Passwords
- Standardizing on security tools
- Email migration
- Discovery and Communication of IT policies
- Security posture assessments
- Assessing network, physical and IT security risk

Technical Program Management & Consulting

When it comes to large-scale technical projects, results matter — but so does the process used to get there. These projects require deep expertise and experience, along with a comprehensive and well-orchestrated approach. Quest Technology Management's Technical Program Management (TPM) solution helps companies handle the complexities of unifying systems and providing onsite resources.

Our technical program management and consulting experts provide comprehensive planning and support for even the most complicated IT projects, managing every aspect from the initial concept to completion. These services form a vital connection between IT and physical infrastructure, translating your project goals into a detailed, customized plan that our team of skilled professionals will carry out on your behalf. We'll tap into our extensive experience and industry skillset to handle it all: communication, monitoring, coordination, technical components, vendors, architectural firms, contractors, general contractors, project, and budget tracking, and more.

IT leaders use our TPM services to represent the IT department during the construction of new HQ buildings, new regional branch offices, office reconfigurations, and subletting of excess office space. Although this service is largely focused on the design and construction of data centers, structured cable plants, MPOEs, MDFs, IDFs, and more, it can be tailored to suit virtually any project type. Ultimately, the Quest Technical Program Management solution eliminates time-consuming stressors, streamlines processes, and delivers top-quality project results.

Seamless Project Planning and Execution, Managed by Our Skilled Professionals

When your organization partners with us, we will bridge the gap between ideas and execution. Your team will be able to break free from the burden of a project's minute details and turn the task over to our dedicated professionals.

A Roadmap to Success

Two decades of experience and optimization contributed to our one-of-a-kind approach to technical program management, and we take great pride in the efficacy of our process.

From day one, we will serve as the connection between your IT staff and design and construction vendors. You will regain the time and resources to focus on your business, while our experts take care of all project details. Combining best practices from both waterfall and agile methodologies, we propel your project towards completion while consistently prioritizing your needs and goals.

Our approach to IT construction and infrastructure projects can be organized into five key phases:

1. **Discover:** Identify your key goals, project requirements, and preferences

2. **Plan:** Devise clearly structured plans that map a clear path to results

3. **Design:** Address all details of the technical space, including power, cooling, cabling, etc.

4. **Install and test:** Complete installation and test all elements, including cabling, equipment, WAPs, UPS/PDUs

5. **Completion:** Wrap up project and finalize all documentation

A Scope of Work That Leaves No Detail Behind

Our technical program managers take on every aspect of a project, so you can have the peace of mind of knowing that you are in the best of hands.

Depending on your needs, we will handle these tasks and more:

- Collaborating with the project team to develop a schedule and budget

- Reviewing architectural plans and creating low-voltage CAD drawings, including details for supporting networks, Wi-Fi, security, video conferencing, and more

- Developing and managing RFPs, bid leveling, vendor selection

- Leading on-site and/or page-turn meetings with contractors/vendors

- Coordinating all vendor schedules

- Representing the project team at all design/construction meetings

- Communicating with general contractors, HVAC professionals, electricians, and other tradespeople

- Providing direct oversight of contractors' work

- Confirming all rough-in infrastructure is to code

- Managing scheduling, reporting, and other project details

- Managing all punch list items

- Producing closing documentation

A Team Trusted by Leading Businesses and Organizations

With decades of experience and a proven track record of success, we have effectively navigated a diverse range of projects for well-known organizations such as Google, Pinterest, One Medical, Motorola Mobility, Dropbox, OKTA, Square, Palo Alto Networks, and Arista Networks.

Our past projects have included IT infrastructure, design, and construction across multiple business locations worldwide, with goals that ranged from headquarters establishment to global expansion.

Custom-Built Solutions Based on Your Needs and Goals

From small, regional offices to multi-year, multi-floor headquarters, our builds run the gamut from basic to incredibly complex. And no matter where you are in the project process, we are prepared to develop a flexible, tailored solution that exceeds your every expectation.

Technical On-Call Support Services

Easy Access to the Support You Need, When You Need It

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.

Technical Staffing

Expand Your Capabilities with Quest's Staffing Services

Built over 30 years of relationship-oriented networking, our talented candidate pool can address the various staffing needs of our clients. We can help with all kinds of staffing: contract, direct hire, temp to hire, and staff augmentation.

What Are the Rates and Percentages?

Quest rates are competitive, depending on contract terms and conditions. Ultimately, we are focused on providing customized and flexible solutions to meet your organization's unique needs.

How Long Does the Entire Hiring Process Typically Take?

Our process is dependent on the customer and their needs, as well as the type of engagement. For customers that need to maneuver quickly, our process averages two weeks, from initial interest to onboarding the candidate.

What If We Need to Hire Someone Immediately?

Depending on your needs and the urgency of the situation, Quest can work to have someone placed immediately.

What Positions or Roles Can Quest Place for My Organization?

We specialize in IT, but we can address the needs of any industry and organization, placing anyone anywhere. We do it all!

How Does Quest Typically Fill Positions for Customers?

Quest's recruiting and staffing process starts with a customer review; our consultative approach seeks to understand a customer's business goals and identify their needs. Our customers benefit from our expertise, built over 30 years' experience with industry trends, requirements, and certifications.

After a resume review, we conduct a thorough interview that identifies candidates with the attitude, technical knowledge, experience, and aptitude you need, including:

- A technical screening process that verifies a candidate's technical expertise; we put one of our engineers (who has experience working on hundreds of IT projects) on the phone to scrutinize and confirm the candidate's technical knowledge.

- Drug and background screening

- Reference check (typically upon request)

What Industry or State-Mandated Regulations or Preferred Practices Does Quest Consider in the Staffing Process?

Quest is highly sensitive to and abides by industry, state, and federal regulations. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, or national origin; as an equal opportunity employer, Quest encourages all qualified job candidates to apply.

Email Migration & Support

Quest's expert Email Migration and Support consultants can help you increase efficiency and profitability while reducing risk. Quest supports source-specific capabilities for the most common email environments and a majority of other migration scenarios.

Your email migration and support team can create a customized solution that addresses your particular situation while considering your business requirements and existing network and equipment.

A Comprehensive Approach

When you hire Quest to manage your company's email migration to another platform, like Microsoft 365, your Quest team will work with you to evaluate every aspect of your infrastructure the new platform will touch.

Quest's expert Email Migration and Support consultants will work with you to plan your migration, help facilitate the move, and provide technical expertise during the entire process. Quest's professional consultants understand the full impact of email migration and can work with you and your staff to make the transition seamless.

How can we help?®

www.questsys.com
1.800.326.4220

Quest
TECHNOLOGY MANAGEMENT