



MANAGED AND CLOUD

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.

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



Learn more about Quest's
Managed & Cloud services.

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