Quest Helps Intercare with an Array of Tech Solutions

BOB ALIRE, NETWORK OPERATIONS MANAGER FOR THE ROCKLIN, CA-BASED INTERCARE INSURANCE SERVICES, first found Quest when he was looking for help with data center co-location services. In the five years since he has come to rely on Quest for many of his organization's technology needs

Intercare, with seven offices throughout California and one in Bellevue, WA, processes workers' compensation claims for large municipalities including cities, counties, and school districts, as well as organizations in the private sector. For that reason, the company can't allow its network to be vulnerable to natural disasters or power outages. A secure data center is an absolute requirement.

Alire recalls an incident when a power pole in the company's neighborhood was hit by a car — a simple accident that took out all of PG&E's local circuits — in their line of work, that is not acceptable.

Processing Claims with Reliable Tech Solutions and Support

Alire explains that as a workers' comp third-party administrator, Intercare is committed to processing claims according to strict state deadlines. "If we don't meet those deadlines, there are penalties and other possible consequences," he says. "So, we can't afford to be down for even a day."

He immediately started looking for a secure data center. After a thorough search, he says, he determined that Quest offered the tech solutions and features he needed, including enterprise-class security solutions, and reliable, redundant power. By having his servers at Quest, he says, he knows that he can be up and running in just a couple of hours after any kind of mishap, instead of in one or two days.

After Quest implemented and stood up Intercare's data center environment, Alire continued to upgrade much of his company's technology infrastructure to better serve its clients. Working with Quest's Product Purchase to Support Services team, Intercare acquired new firewalls, servers, network switches, storage arrays, and various other products including headsets for quality communications. And at this moment, Quest is deploying an audio visual solution to build out virtual conference rooms at Intercare's Rocklin headquarters and Glendale offices.

> "It seems that whatever tech solutions we need, Quest is able to provide."
>
> – **Bob Alire,** Intercare Insurance Services

Business Continuity Planning and Support

Quest also helped the company harden its backup infrastructure and develop new backup policies and practices with its managed services offerings — always toward its goal of 100% business continuity. And Intercare continues to utilize Quest's Backup as a Service (BaaS) and Disaster Recovery as a Service (DRaaS) tech solutions.

Not long ago, Quest helped Intercare replace its mega telecommunications carrier, who, according to Alire, was not satisfactorily supporting their needs. Alire now works with Quest's Unified Communications and Carrier Solutions division to deliver the quality support he demands.

One reason Intercare relies on Quest for its tech solution needs is a flexible service level agreement (SLA) that gives the company ownership and management options specifically matched to its needs.

Because Intercare is OpEx-focused as opposed to CapEx-focused, the company takes advantage of the QuestFlex® program, which means all of its technology, security, and telecommunications expenses can be rolled into a monthly bill, rather than demanding huge capital outlays.

Quality Service from a Reliable IT Partner

The biggest draw, Alire says, is the quality of service he gets from Quest account manager Brett Samms and his team. Alire recalls running into a huge problem one Saturday and being on the phone with Samms on and off for 12 hours. "By the end of the day, everything was completely back in order," Alire recalls, "and Monday morning when people showed up for work it was as if nothing had happened."

> "Quest has helped us find exactly the products and managed services that fit our needs, and they're a reliable IT partner that has helped us with multiple and sometimes challenging projects."

5 Reasons to Choose an All-Encompassing IT Solution Provider

MOST EXECUTIVES THINK OF THEIR INFORMATION TECHNOLOGY AS JUST ONE ELEMENT OF THEIR BUSINESS, when their IT department is, in fact, the crucial underpinning allowing them to fulfill their mission. When it comes to IT solutions providers supporting those efforts, business leaders sometimes employ a strategy more arbitrary than a deliberate, orchestrated approach — going to one provider for telephones/VoIP, another for cybersecurity, a third for virtualization, servers, and network equipment, and so on.

I would like to suggest that you consider working with one trusted partner who can offer solutions for all of your IT needs in a thoughtful, integrated, and strategic manner — effortlessly combining customized services, well-adapted to meet shifting priorities — all while making it simple to maintain your desired degree of control at every stage.

TIM BURKE | President and CEO

There are several more reasons to choose to work with an all-encompassing IT solution provider — here are the top five.

1 Build a Reliable Partnership

Your first project with a comprehensive IT services provider will be your first step toward building a lasting business relationship. Your technology management partner will work hard to learn what you like and don't like, and how to deliver support that matches your expectations. Together, you will determine how transactions take place and how to resolve issues. Consistency should be your goal.

2 Simplify to Create Efficiencies

Working with one IT solutions provider with a full array of products and services forces you to integrate your technology. For example, you can replace the silos that house your cybersecurity solutions, your product purchases and support solutions, and your facilities' physical security, with a unified strategy. This is a smart path to efficiencies that have a direct impact on your bottom line.

3 Streamline Operations for Fluid IT Production

You spend time and money developing and administering policies and procedures for ensuring the clean flow of data throughout your operations. For fluid IT productions within and between departments, integrating your technology by working with an expert IT management team will streamline those operations.

4 Get Speed, Quality, and Quantity

You may have heard the adage that holds, "If you want it fast, cheap, and good — you can only pick two." That is generally true. Quality takes time and costs money. On the other hand, you also know that the more you buy, the lower the price. When you work with a trusted IT solutions provider to deliver all of your IT needs, the efficiencies described above can translate to vastly improved results at a significant cost savings.

5 Turn CapEx into Flexible OpEx

Working with an IT solutions provider affords you another great benefit — your IT infrastructure becomes an operational expense. Instead of making vast capital outlays to maintain productivity and security, you can pay an agreed-upon monthly fee and can get the assurance that all of your technology requirements are set in place securely and supported 24/7.

A Custom-Fit IT Solution

As IT continues to get more complex, aligning your goals with a reliable, all-encompassing IT solutions provider big enough to offer a depth of talent and the experience to deploy multiple strategies just makes good sense. You will enjoy tailor-made IT solutions precisely designed to fit each of your specific needs in a well-planned and purposeful way.

I hope you found this information helpful. As always, contact us anytime about your technology needs.