

Sierra Nevada Corporation Values Quest's Agility

SNC, A LEADER IN THE AEROSPACE AND DEFENSE INDUSTRY headquartered in Sparks, NV, is best known as the builder of the **Dream Chaser**, a “spaceplane” that looks like a one-tenth-scale space shuttle.

This robotic orbital vehicle is designed to deliver cargo to and from the International Space Station and is the only such vehicle capable of a soft runway landing. It is one of a vast array of products that SNC manufactures, with facilities in 19 states and on most U.S. Air Force bases. With so much technologically advanced—and high-stakes—work to perform on the front end, SNC IT leverages Quest to facilitate many of their technology needs while providing strategic and tactical services that optimize their ability to succeed.

In addition to **construction services**, **fiber**, and **incident response services**, SNC has worked with Quest to procure much of its hardware and software. Quest has provided SNC with help from **product purchase to support**. This includes customized pre-sales support and ongoing product care, as well as a 24/7 client-response team and rapid delivery to its many facilities.

Venzon recalls one disaster recovery emergency in which Quest's assistance was vital.

“We had a situation where a small fire broke out in an equipment room where we had a core piece of network equipment,” he recalls. “The sprinklers went off and did what they were supposed to do—put out the fire—but they also put out the network equipment.”

“Quest recognized the urgency of the situation and took action immediately.”



AL VENZON, a Senior Manager for the Sierra Nevada Corporation (SNC), has been a Quest client for almost 10 years. In that time, Venzon says the Quest team has helped him in a number of situations where things might have gone badly.

“Quest recognized the urgency of the situation and took action immediately,” Venzon says. “The next three days were like a small military campaign. Our Quest Account Manager, Sean Daniel, and his team were able to locate replacement equipment from a variety of sources, and quickly deploy them.” Daniel says, “I was happy our team was able to help.”

Venzon reports that Quest is now helping SNC on a big digital-transformation project that sees the company digitizing its entire manufacturing execution system (MES). “We want our managers on the floor working with tablets and getting real-time information so they can make real-time decisions,” Venzon says.

Not long ago, the company's project management team realized they were at risk to miss a deadline. “In order to accelerate turnaround times for system access needed by the MES consulting team, we turned to Quest,” Venzon says. “So **Quest Professional Services** came in to augment staffing and we did not have to reallocate our already committed resources.”

“We're smaller than Lockheed and Boeing,” Venzon says. “Our competitive advantage is that we can turn on a dime. Quest's ability to flex on demand is similar to the value we provide our customers. We don't run marathons—we run sprints. And Quest is able to keep stride with us.”

Seven ways Quest can help you find, deploy, and manage your core technology



TIM BURKE | President and CEO

WHATEVER YOUR LINE OF WORK, you need technology products and software best suited to your business goals. For 30 years, Quest has been helping businesses and organizations procure technology tools specifically matched to their needs, with flexible ownership and management options.

1 We're here when you need us.

I want to begin by telling you about our 24/7 customer service line, to let you know that at Quest, we recognize the vital importance of getting you help when you need it. When you call us, your call will be answered by a member of our US-based **Customer Care Team**. All of our help-desk support team members are experienced IT product experts.

2 We can help you find exactly what you need.

If you decide you need help procuring equipment and software, you will discover our commitment to service before you've made your first purchase. We work with all of the **major tech manufacturers** and offer pre-sales support to ensure that the products you buy are tailored to your business.

3 We can help your IT department keep everything up and running.

Once we've made a determination about how to best fulfill your technological requirements, we'll work with you and your team to make sure your equipment and network stay secure and working at top operational efficiency.

Our **Maintenance Contract Management Services** have been winning industry awards for more than 20 years. Most organizations are spending more than they should on routine technology maintenance—you can cut IT operations expenses and reduce risk, especially with complex networks, simply by carefully maintaining and managing service contracts.

4 You'll get what you need fast.

Our Customer Care Team understands the speed of business. Our team members are backed by Quest's nationwide network of warehouses, located near multiple American cities, so they can ship to many locations at once and deploy rapidly.

5 We will keep watch over your network.

Network monitoring and patch management can be powerful tools to protect against threats and vulnerabilities and present an inexpensive way to protect your enterprise. Quest offers peace of mind **Monitoring and Patching** as a service, which mitigates risk to the confidentiality of your data and the integrity of your technology.

6 We offer ownership and management options tailored to your organization.

With **QuestFlex®**, we can offer you a service-level agreement (SLA) explicitly written for your business. This will allow you to turn your technology requirements into an operational expense rather than a capital expense, freeing up cash. You can customize your **QuestFlex** package, from cloud services and storage to management of your entire enterprise's technology environment.

7 We can help you find a home for your old equipment.

When you purchase or lease new equipment, you are faced with the complicated chore of finding an appropriate home for your used products or disposing of equipment that has become obsolete. Quest's Customer Care Team can help you with technology trade-ins and e-waste disposal.

At Quest, we begin every relationship with a question: "How can we help?" The members of our team know how to listen, and we can help you find and manage the technology products you need to run your business.

Thank you for trusting us to help with your IT needs. **Contact us anytime, we're always happy to help.**

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