



After Touring Quest's McClellan Data Center, One Legal LLC Just Had to Move In

The reason One Legal LLC, a nationwide provider of cutting-edge online court services, partners with an outside technology firm is fairly typical, according to David Solis, One Legal's Director of Information Technology.

"My focus is on keeping One Legal's IT footprint small while ensuring we provide an outstanding level of service to our clients," says David. "And we'll leverage any technology or managed service that assists us in achieving that goal."

However, he adds, there's nothing typical about Quest, the company One Legal chose as its technology partner.

Outstanding Capabilities

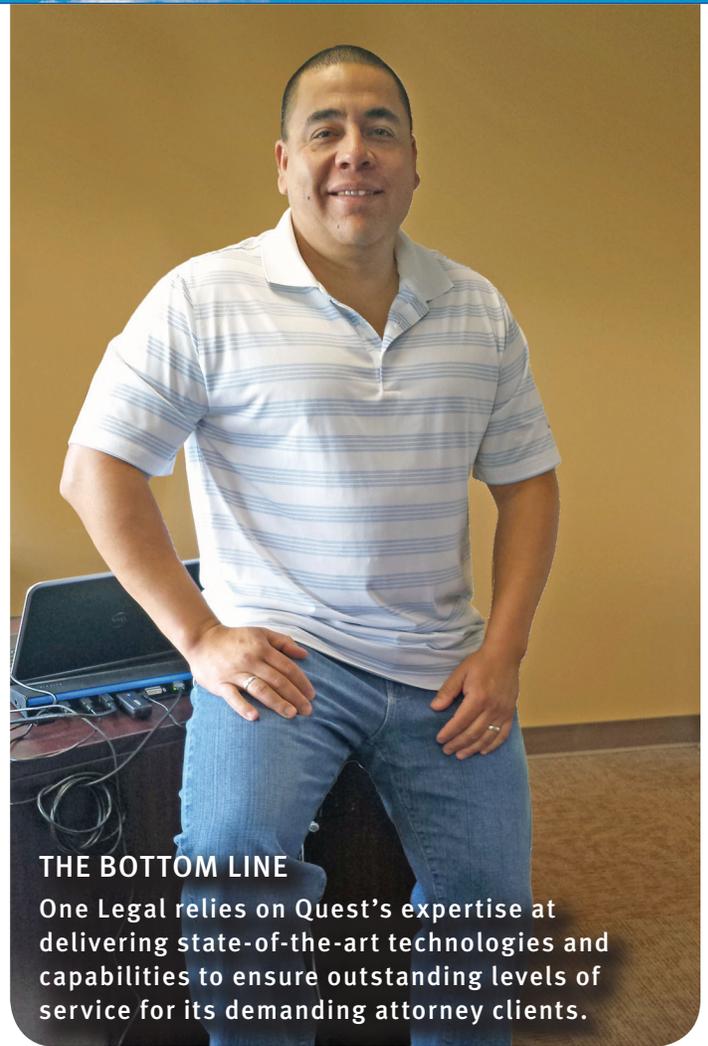
The idea of moving One Legal's production infrastructure to Quest's data center began with a visit to their McClellan Park facility, recalls David, who has visited numerous data centers across California and the Southwest in his over 20 years in IT. He was "extremely impressed" with Quest's Business Resumption Center (BRC) and Network Operations Center (NOC).

"I consider redundancy, fault tolerance, and how fast the data center can scale as top priorities, and Quest's operation not only met my expectations, it exceeded them. All the hardware is cutting-edge. Same with the networking technology. It's all very organized, with no wires hanging anywhere, everything neat and clean," he reports. "And the NOC, with the array of visuals showing the high-level monitoring across the enterprise and network, is equally impressive."

"I knew we had to move to this facility"

The ability to scale mattered a great deal to One Legal, so one thing that caught David's eye was the modular way Quest brought in new infrastructure — adding servers and racks quickly because the power and connectivity have already been made available. "It's like a plug-and-play capability — very well designed," he notes.

"I knew we had to move into this facility," David says. "It would cost millions of dollars to attempt to replicate what Quest has done. Really, once you see it and calculate the CapEx savings, the decision is a no-brainer."



THE BOTTOM LINE

One Legal relies on Quest's expertise at delivering state-of-the-art technologies and capabilities to ensure outstanding levels of service for its demanding attorney clients.

IN THIS ISSUE

One Legal leverages Quest's cutting-edge capabilities

2 **From Tim Burke:**
Are you ready for your own bleeding edge? ▶

3 **Profile:**
Quest's cutting edge ▶

3 **Did You Know?**
Why you need a trusted technology advisor ▶

4 **What's New...**
Tours starting for Quest's new Roseville HABC ▶

FROM TIM BURKE...

Are You Ready for Your Own Bleeding Edge?

Manufactures love buzz words. And, it's true, most of us are susceptible to catchy phrases.

One that's caught my attention is 'bleeding edge' — used to describe the very, *very* latest technology product or service. It's a heady feeling, being at the forefront of technology, and the urge to acquire the newest and best can be downright irresistible, as evidenced by sales of the iPhone 6.

Yet there are times when you should resist. Being on the bleeding edge can be fun and impressively rewarding. But rushing headlong into something your organization is not prepared for can hurt.

So even though this issue of our newsletter highlights achievements in keeping pace with the near-constant change in technology offerings and capabilities, we urge caution.

Before you allocate budget to 'leading or bleeding edge' products or services, be sure you've answered these three questions:

- Is our infrastructure ready?
- Do we have the necessary skillset?
- Does it provide the capabilities we need?

If you're unsure about the answers to any of these questions, get help from a trusted technology advisor before making a commitment that will bleed more than just your budget.



CHECK OUT MORE OF TIM'S THINKING AT www.questsys.com/CEOBlog/

ONE LEGAL MOVES INTO QUEST DATA CENTER (Cont. from p. 1)

Today, One Legal outsources its production infrastructure and DR services to Quest.

Exceptional People

When it comes to partnership, David admits to being someone who "seeks a bit more engagement" as compared to clients who hand over their servers and want interaction only when a problem occurs.

“Quest’s operation not only met my expectations, it exceeded them.”

“This is our business-critical technology,” he emphasizes, “so I want to know how and when our servers are backed up, what the monitoring looks like, what happens if an event occurs, and so on — and the Quest team never disappoints.”

David describes Quest's people as "top-notch" and mentions some of them by name: Quest Account Manager Justin Trammell, who he "can't thank enough for alleviating any concerns" and who he credits with understanding both One Legal's technical and business challenges; "networking guru" Jeff Archung; Project Manager Bryce Stevenson, who is "dedicated and outstanding"; and the "technically superb" Lewis Walker.

Quest: Able to Step Up

David cites cut-over day as an example. "We went dark at One Legal's old facility at 6:30am and came back online in full production at Quest's data center by 2:30pm the same day, with customers able to place orders and business continuing as normal," he explains. "Again, I was very impressed."

Although it's never easy to understand a business's unique environment, he says Quest's people "are able to step up."

For example, when One Legal won a contract that nearly quadrupled its document intake, one phone call to Quest was all it took to provide the horsepower needed. David much prefers Quest's approach to some of the larger technology providers where "basically, you're on your own."

The Future

"I can't emphasize enough that beyond their technology offerings, technical skills, and impressive facilities, it's the relationship you build with Quest that is truly exceptional," David notes. With several projects slated for the future, he expects to be working with Quest for many years.

"Honestly, if I ever moved on from One Legal, I would absolutely engage Quest again."

Quest's Cutting Edge:

Infrastructure + Partnerships + Depth of Talent

For more than 30 years, Quest has committed itself to fielding cutting-edge capabilities that ensure your network, security, applications, and processes perform efficiently and reliably — and that your business will always adapt and thrive as technologies evolve.

Such commitment to the cutting edge takes investment. At Quest we make these investments in several ways:

The Best in Technologies and Infrastructure

Strategically located at seismically stable and secure locations across the United States as well as in Canada, Europe, and Asia, our state-of-the-art, 24x7 Service Delivery Centers offer a powerful alternative to traditional IT architectures.

The virtual machines, storage systems, networking, and sophisticated

automation that run our 25 Service Delivery Centers are always securely isolated and segmented.

This enables us to use just the right resources to rapidly customize and deploy cloud and managed services as well as applications and infrastructures while rigorously maintaining the integrity of your data and keeping it secure without compromise to workload performance.

Whether you need shared or dedicated hosting — or prefer a public, private, or hybrid cloud — Quest's Service Delivery Center infrastructure can deliver the efficiency your business requires while saving you the expense of just-in-case capabilities you won't use.

Strong Vendor Partnerships

Quest is studiously vendor-neutral. We always analyze, recommend, and design capabilities and solutions for you based on what you need — not on what vendors want to sell.

Because we are scrupulously loyal to our customers, we develop and maintain the skills required to design and deploy the products of our many vendor partners.

As a result, Quest has won numerous awards — including Company of the Year in the Cloud Elite category of the most current Solution Provider 500 list and, most recently, was named to the CRN Fast Growth 150 list. We also have large numbers of certifications and technical designations.

Talented, Dedicated Staff

At Quest we pride ourselves on the wide-ranging expertise and skills of our staff. We engage only the best IT engineers, analysts, and project and account managers to provide you unparalleled help in achieving your business and technology objectives.

We have the depth of experience and talent to understand and respond efficiently and effectively to your complex technical and business needs.

DID-YOU-KNOW?

Why You Need a Trusted Technology Advisor

While technology continues to transform how your business works, are you struggling to figure out which solutions and capabilities you need? If so, you're not alone.

Such challenges seem to be especially acute when it comes to integrating mobile and cloud technologies.

One survey* indicates that small and mid-size business use of smartphones and tablets exceeds the overall national penetration rate — not surprising, since those firms report saving an average of 40 minutes per worker per day thanks to mobile broadband.

Smaller outfits have also embraced cloud services — 87% use at least one cloud infrastructure solution and 92% use at least one cloud business solution, according to an SMB Group study.**

Yet small and mid-size businesses lag when it comes to integrating new capabilities into their existing technology environments. The same SMB Group study notes that 79% continue to rely on manual Excel file uploads or custom code for integration rather than using current integration solutions.

The reason: Figuring out how different technology solutions can help the enterprise is considered a top challenge for 42% of small businesses and 30% of mid-size businesses.**

* see <https://bizcircle.att.com/articles/smb-leading-technology-adoption-believe/>

** see <http://www.business2community.com/small-business/18-revealing-statistics-small-business-technology-0884528>

What's New...

Tours starting for Quest's new Roseville HABC

Quest's CEO Unveils the New Face of Data Centers

"We are doing so much more at Roseville than just running a cloud data center — more even than just running a Business Resumption Center," says Quest President and CEO Tim Burke.

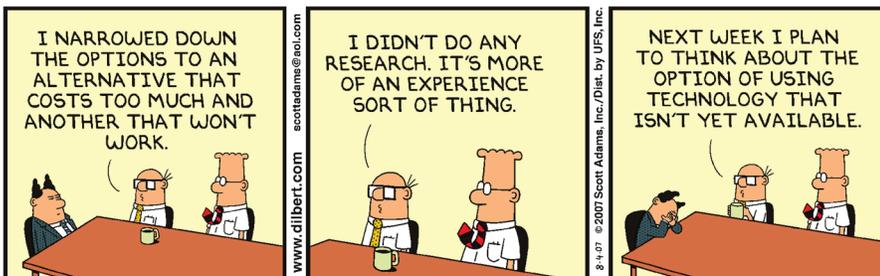
That's because Quest's High Availability Business Center (HABC) in Roseville, CA, opening in January 2015, is an entirely new breed that combines data center, business resumption center, and a whole lot more — all of it cutting edge, highly secure, and layered to ensure granular configurability and multiple redundancies.

"Roseville is a multi-faceted facility where customers can permanently locate their compute-intensive operations, such as call centers," Tim explains. "We've designed Roseville so customers can customize their part of it to their specific requirements. Each customer decides what kinds of technologies they want to use and what kind of physical office space they need. We've emphasized high availability and security at Roseville — multiple advanced fiber optic communications pathways, battery backup, several on-site generators, and biometric security."

Built to exacting structural and security standards, Quest's 120,000-square-foot Roseville HABC will be Tier 3 and SSAE 16 Type II compliant. Strategically located at one of the most seismically stable and secure locations in California, it's well above the flood plain, clear of any mudslides or forest fires, and sufficiently inland to be spared extreme wind conditions. Yet Roseville is situated on Interstate 80, only a drive away from any major metropolitan area in Northern California.

"On their own, many businesses could never afford Roseville's state-of-the-art technology capabilities," Tim notes. "But by sharing these facilities — and the expertise it takes to run them — with Quest's own cloud data center and BRC operations, Roseville customers can actually field the resources they need to challenge larger, more tech-heavy competitors."

Sign up now for a tour of Quest's Roseville HABC at <http://www.questsys.com/rosevilleHABC.aspx>



DILBERT: © Scott Adams. Used by permission of Universal Uclick. All rights reserved.

FRIEND, FOLLOW, FIND QUEST

- facebook.com/QuesTechUSA
- twitter.com/QuesTechUSA
- youtube.com/QuesTechUSA
- linkedin.com/company/252386?trk=tyah

IN THE MEDIA ROOM

VISIT QUEST CEO TIM BURKE'S BLOG
(www.questsys.com/CEOBlog/)

QUEST EXECUTIVE BRIEFS

Getting the Most from Cloud Computing (3-part series): Learn what it is and how it can help your business thrive (<http://www.questsys.com/getMostCloud/>).

10 Strategic Essentials for Boosting Business' IT Security: Key strategic security steps every organization should take (<http://www.questsys.com/BoostITSecurity/>).

Protecting Your Critical Business Data: The Data Loss Prevention Payoff: How data loss prevention (DLP) technology can protect corporate data from misuse, malicious or otherwise (<http://www.questsys.com/PowerofDLP/>).

NEWSLETTERS

Get current and back issues of our popular newsletter. **Manage your Newsletter subscription:** Let us know how you want your newsletter sent at <http://www.questsys.com/SANpreference.aspx> Choose an emailed PDF or hard copy via USPS.

All contents copyright © 2014 by Quest® Media & Supplies, Inc., unless otherwise noted. *Quest Strategic Advisor* is published quarterly by Quest Media & Supplies, Inc. Information contained in this newsletter is believed to be reliable but cannot be guaranteed to be complete or correct. Quest Media & Supplies, Inc. assumes no liability for any use of this newsletter and/or the information or opinions it contains. *Quest Strategic Advisor* and [questsys.com](http://www.questsys.com) are trademarks of Quest Media & Supplies, Inc. Other product, service, and company names mentioned herein may be servicemarks, trademarks, or registered trademarks of their respective holders. To the best of Quest's knowledge, cited data and research findings belong to the organizations to which they are attributed and Quest Media & Supplies, Inc. asserts no claim to them. Quest® is a Registered Trademark of Quest Media & Supplies, Inc.

Quest | STRATEGIC ADVISOR

Publisher: Tim Burke
Editor: Barbara Klide
Contact the editor at: barbara_klide@questsys.com