



How can we help?® *What Customers Really Want from a Technology Partner*

What makes a customer choose one technology partner over another?

Some think it's only about price. But the choice is far more complex and involves a number of critical needs, as these short profiles demonstrate:

Partnership built on flexibility, quality, and trust

For over 14 years, Quest has been California-based Fremont Bank's close partner for many reasons, notes Richard Wong, the bank's Director of IT Infrastructure — chief among them flexibility, quality, and trust.

Today, Quest provides the bank with a variety of services, including security monitoring, management of its Exchange environment, systems management and monitoring, expertise in negotiating technology purchases on the bank's behalf, acquiring expert staff for short- and long-term assignments, disaster recovery, and co-location.

"With Quest," says Wong, "I don't need to buy the whole offering when all I really need is a small piece of it." He explains, "Quest is with you for the long haul. Plenty of businesses talk about relationship, but Quest lives it every day."

Beyond price: consistency, security, stability

Transportation logistics is a data-hungry, time-focused business.

So when David Espinosa, Director of IT at Sparks, Nevada-based ITS Logistics, undertook an infrastructure modernization project that would outsource his datacenter, he conducted an exhaustive search, visiting numerous sites armed with an extensive list of criteria.

"We were looking for a state-of-the-art facility and that's exactly what we found," he says. "Quest's McClellan site provides industry-leading security and a superb overall layout. And it's impeccably clean."

And, according to Espinosa, only Quest offered everything ITS Logistics was searching for, including the right price.

"Of the more than half-dozen facilities we toured, Quest's was the only one that combined architectural and

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THE BOTTOM LINE

Customers need much more from their technology partner than merely an appealing price tag. To be a good partner, a technology company must truly understand the deeper needs of its customers.

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FROM TIM BURKE...

Getting Information Technology to Work for Your Business

More than ever, the key to a company's success centers on its effective use of information technology, so choosing the right providers is essential for today's technology decision maker.

Yet the complexities of today's technologies, the unending hype, and the ever-changing mix of vendors make it tough to navigate your way to the right partner.

So where to begin?

As readers of this blog know, I encourage clients to first examine their needs and goals. This is something you should always do before you ever purchase any technology product or service.

It's also a good time to get solid, reliable advice from independent, vendor-neutral experts. Such experts can take a look at your current technology stance, listen to what you have to say about what your enterprise seeks to accomplish, and offer multiple solution scenarios to achieve those goals.

You'll learn what technology capabilities are available to your business as well as what technology configurations can save you money — and what technologies your business may not even need.

It can be tough to get reliable answers to questions like "Will this service deliver the capability I require?" or "Will that solution scale with my business needs?"

An experienced technology advisor can help you get those answers and help you use information technology to stay competitive in these fast-changing times.



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

HOW QUEST HELPS CLIENTS (Cont. from p. 1)

geographical stability, power redundancy, and the solution offerings we were seeking in a partner."

Breadth and depth of expertise

When California's Davis Joint Unified School District's struggle with an aging technology infrastructure became acute, Manager of Technological Support Bob Kehr asked Quest for help.

"Quest never tries to persuade you that there's only one answer, one solution," says Kehr. "What's more, they respect your input and incorporate it into their suggestions. With Quest, I always know that I'm still the one in control of my project."

Quest presented Kehr with two scenarios: a forklift upgrade replacing everything with new but similar quantity and quality — or a complete re-architecting of the district's network.

“With Quest, I always know that I’m still the one in control of my project.”

Relying on Quest's expertise in infrastructure design, wireless and classroom audio/visual technologies, and its cloud-based Infrastructure as a Service (IaaS), which enables the district to balance budget and staff realities with accelerating technology demands, Kehr chose to re-architect.

"It's the relationship you build with Quest"

David Solis, Director of Information technology at One Legal LLC, a nationwide provider of cutting-edge online court services, tries to keep his company's IT footprint minimal while always ensuring outstanding levels of client service.

Keeping in mind his top data center priorities — redundancy, fault tolerance, and speed of scalability — he toured Quest's McClellan Park data center.

"I knew we had to move into this facility," Solis recalls. "Once you see it and calculate the CapEx savings, the decision is a no-brainer."

"Quest's operation not only met my expectations," he notes, "it exceeded them. All the hardware is cutting-edge. Same with the networking technology. And the NOC, with the array of visuals showing the high-level monitoring across the enterprise and network, is equally impressive."

And there's more. "I can't emphasize enough," Solis says, "that beyond their technology offerings, technical skills, and impressive facilities, it's the relationship you build with Quest that is truly exceptional."

The Many Ways Quest Can Help You: Start with a Quest Technology Assessment

It's easy to lose your way in the complexity of technology issues.

Quest makes finding the right technology path easier than ever with our Technology Assessments, which we'll happily tailor to your particular needs and goals.

Risk Management

DR Workshop: On-site testing and analysis, plus Quest's documentation of results and our recommendations.

Security Workshop: Discuss your security priorities with Quest professionals and hear Quest's recommendations.

Risk Management Workshop: Detailed C-level discussion focusing on risk mitigation strategies.

Security Policy Workshop: Find out what a security policy can do for you and how to build one that fits your organization.

Backup and Data Recovery Review: Quest helps you identify backup/recovery solutions for your unique needs.

Physical Security Assessment: Quest examines your infrastructure

and tangential assets, uncovers vulnerabilities, and evaluates your facilities and network.

Firewall Review: A remote security vulnerability assessment of your firewall(s) detailing threats and weaknesses.

Cloud/Virtualization

Cloud Workshop: Quest outlines cloud transition requisites, including levels of service availability, security, privacy, and compliance requirements.

Desktops as a Service Trial: Quest's 14-day DaaS Trial tests protocols, browsers, apps, email, and more running your own end-point devices.

Network and Infrastructure

Wireless Review: Quest determines your vulnerabilities and offers suggestions for enhancing and securing your wireless network.

Network Health & Infrastructure Check: Quest determines performance levels, areas of under- and over-utilization, and causes of performance issues.

Storage Workshop: Comprehensive review of your storage health requirements and availability goals.

Windows Server End of Life Check: Identify vulnerabilities, missing upgrades, poor configuration practices, and unmet compliance regulations.

Application Development

Web Application Security Scan: Run our scan on one target application to identify security vulnerabilities.

Database Health Check & Analysis: Identify server bottlenecks and root causes of slow database performance that slow application response time.

Enterprise File Sharing Trial: For 30 days, test drive our file sharing platform customized for cloud, on-premise, or hybrid solutions.

Let Quest help you decide how best to configure and implement the technologies that will keep your company efficient and competitive.

DID-YOU-KNOW?

2016 Technologies to Watch Out For

Gartner's ten 2016 strategic technology trends* include

The device mesh. When all those mobile devices, wearables, etc., become network-connected to back-end systems.

Ambient user experience. Device mesh + immersive tech environments = a user experience that preserves continuity across device mesh boundaries, time, and space.

3D printing materials. Time to start rethinking assembly line and supply chain processes.

Information of everything. All that data in the device mesh is being gathered, classified, and analyzed.

Advanced machine learning. Thanks to deep neural networks algorithms, "smart" machines can learn for themselves.

Autonomous agents and things. And then those smart machines will function autonomously.

Adaptive security architecture. App self-protection and entity behavior analytics will be added to traditional defenses.

Advanced system architecture. The device mesh + smart machines = need for new "high-powered and ultra-efficient neuromorphic architectures."

Mesh app and service architecture. Look for "microservice" architectures enabled by software-defined app services to power web-scale performance, flexibility, and agility.

Internet of things platforms. For managing, securing, and integrating IoT (Internet of Things) elements.

* <http://www.gartner.com/newsroom/id/3143521>

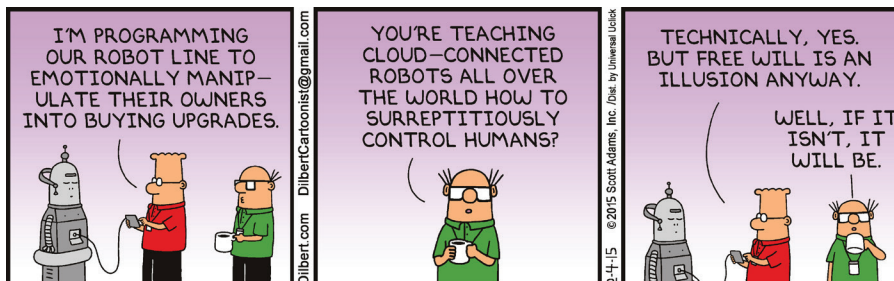
What's New...

Gartner's Top 10 Predictions for IT in 2016

*Three trends are converging, say the firm's analysts: machine-human relations, "smartness" at work, and the social-mobility-cloud nexus that drives new business scenarios. The results:**

- 1 **By 2018, 20% of business content will be authored by machines.**
Automated composition engines will turn data-based and analytical information into the likes of shareholder reports, legal documents, etc.
- 2 **By 2018, 6 billion connected things will be requesting support.** New strategies and mechanisms will be needed to deal with this.
- 3 **By 2020, autonomous software agents outside of human control will participate in 5% of all economic transactions.** Thus begins what Gartner calls "the programmable economy." First to feel it: financial services.
- 4 **By 2018, 3+ million workers globally will be supervised by a "robo-boss."** First: measuring worker performance. Next: management by machine.
- 5 **By yearend 2018, 20% of smart buildings will have suffered digital vandalism.** Beware economic, health, safety, and security consequences.
- 6 **By 2018, 45% of the fastest-growing companies will have fewer employees than instances of smart machines.** Examples: fully automated supermarkets, security firms offering drone-only surveillance services.
- 7 **By yearend 2018, customer digital assistants will recognize individuals by face and voice across channels and partners.** Expect seamless two-way engagement with customers able to mimic human engagement over time.
- 8 **By 2018, 2 million employees will be required to wear health and fitness tracking devices as a condition of employment.** Police officer bodycams are only the beginning. Add in heart rate, respiration, perhaps stress levels.
- 9 **By 2020, smart agents will facilitate 40% of mobile interactions.** In this "post-app era," neural networks will use cloud-monitored user content and behavior data to build unprecedentedly powerful predictive models.
- 10 **Through 2020, 95% of cloud security failures will be the customer's fault.** Those parts of the cloud stack under customer control offer a highly efficient way for naive users to make messes.

* <http://www.gartner.com/newsroom/id/3143718>



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For a listing of all Quest Assessments, go to:
<http://www.questsys.com/assessment-services.aspx>

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Test drive our services, evaluate our expertise:

Disaster Recovery Workshop & Services

<http://www.questsys.com/disaster-recovery-services/disaster-recovery-workshop-video.aspx>

Security Workshop

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Shape Your Own Cloud

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