



ITS Logistics Moves All Infrastructure to Quest's McClellan Park Data Center

“One of the main objectives of our infrastructure modernization and stabilization project was to shut down our own data center,” says David Espinosa, Director of IT at fast-growing transportation logistics company ITS Logistics. “But to do that, you need complete confidence in your co-location partner.

“I’m happy to report we found the partner we needed. Today, only some necessary switching and routing equipment is left at our old data center. Everything else — our entire data processing and communications infrastructure — is at a fantastic facility, Quest’s McClellan Park Service Delivery Center.”

Partnering with Quest, David says, came after an exhaustive search, including visiting numerous data center sites armed with an extensive list of criteria.

Most important on the ITS Logistics list: A facility that would enable the company’s IT department to always provide the best solutions for staff and customers. Quest’s McClellan location was the clear choice, David notes, from both a facilities and customer service standpoint and in terms of a comprehensive set of solution offerings.

Top-notch Facility

“We were looking for a state-of-the-art facility and that’s exactly what we found,” says David. “Quest’s McClellan site provides industry-leading security and a superb overall layout. We couldn’t have asked for more from the facility itself — top-notch. And it’s impeccably clean,” he adds, “which speaks volumes about the care and professionalism of every Quest employee.”

According to David, only Quest offered everything they were searching for, including the right price.

“Of the more than half-dozen facilities we examined, Quest’s was the only one that combined architectural and geographical stability, power redundancy, and solution offerings we were seeking in a partner.



THE BOTTOM LINE

“We were looking for a state-of-the-art facility and that’s exactly what we found. We couldn’t have asked for more,” says David Espinosa, Director of IT at Sparks, NV transportation logistics firm ITS Logistics.

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FROM TIM BURKE...

When Being Redundant Is a Good Thing

Often ‘redundant’ serves as code for ‘your unnecessary repetition is boring us to tears.’

When used to describe the caliber of a data center, however, redundancy becomes downright essential — and a powerful indicator of the level of trust a data center facility deserves.

To appreciate why redundancy matters to data centers, consider this dictionary.com definition:

The provision of multiple interchangeable components to perform a single function in order to provide resilience (to cope with failures and errors).

That last bit, ‘in order to provide resilience,’ is key. Because you can be certain that some component in every data center sooner or later will fail.

Just as data center security and location stability are critical, so is a provider’s ability to identify key points of failure and to eliminate single points of failure.

Doing this continually as a data center grows and adapts to technology improvements is a critical part of achieving and sustaining resilience.

After all, half of disruptions and data losses are caused by failure of software or networks, while 24% are caused by power failure.

That’s why redundancy in systems, processes, and skills should be right up at the top of your data center evaluation checklist.

Ask a trusted technology expert about redundancy in the data center where your systems and apps reside. It’s a conversation that will pay off.



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

ITS LOGISTICS MOVES INFRASTRUCTURE (Cont. from p. 1)

“Viewed from a TCO and ROI perspective, it’s the right fit for us,” he says. “Add in the fantastic nature of Quest’s customer service and you can’t beat it.”

Treated Like a Friend

As a customer-focused company itself, ITS logistics regarded finding a technology partner with the same values to be critical.

“What stands out is how proactive Quest’s team is. They reach out to us to make sure we’re happy and have everything we need,” David notes. “Sean Daniel, our Account Manager, actively engages us — he’s been fantastic.

“With other companies, it’s a one-way dialogue. But not with Quest. It may sound strange, but it’s the kind of attention you would expect from a friend.”

“From a TCO and ROI perspective, it’s the right fit for us. Add in the fantastic nature of Quest’s service and you can’t beat it.”

A New Confidence

Not surprisingly, the move to McClellan has freed David’s IT staff from an assortment of mundane worries (like keeping the power on), allowing them to focus all their energy on projects important to customers. This, he adds, has given his team a new confidence.

“When we talk to ITS customers or to our internal customers about projects, we do so with a self-assurance we didn’t feel before,” he explains. “Today, we are certain that the infrastructure will always be there for us, that the data is safe and power is available. It’s been such a positive experience for us.”

Into the Future

When ITS Logistics began looking for a data center alternative, it did so with a five-year plan for company growth in mind. Happily, says David, Quest has not only met the company’s expectations of what it’ll need over the next five years, Quest has exceeded them.

For now, discussions are underway as to how ITS might make use of Quest’s expertise in a number of areas, including Disaster Recovery/Business Continuity and Application Development.

“Quest,” says David, “is going to be with us as we move into the future, supporting us as we grow.”

Quest's Data Center Services: Manila and Dublin NOCs Now Part of Quest's Global Network

Quest's 24/7 global data center network — now including Network Operations Centers in Manila and Dublin — provides the flexibility, efficiency, and customizability you need to rapidly deploy your infrastructure and applications.

Security and performance

We always securely isolate and segment the virtual machines, storage systems, and networks at the heart of our SDCs. This keeps your data safe and ensures that its integrity is rigorously maintained.

At every Quest SDC, we're committed to protecting both your data and access to it without compromising workload performance.

Communication, power redundancy

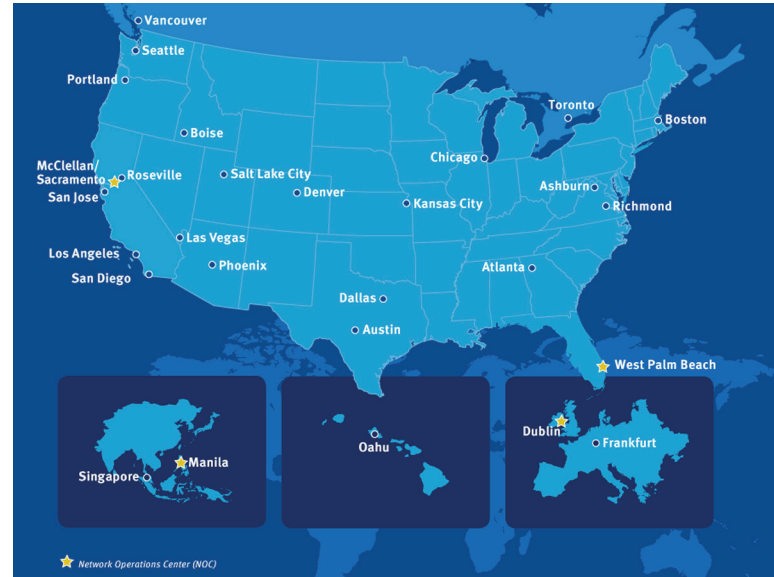
Quest's SDCs deliver 24/7 availability via multiple backbone providers and redundancy in communication pathways, electric power grids, and backup systems.

Thus IT operations located at our SDCs are spared many types of performance

degradation and disruption.

What's in every Quest Service Delivery Center:

- *Quest's Cloud & Managed Services*, including Infrastructure as a Service, Desktops as a Service, Data Protection/Security, Disaster Recovery/Business Continuity, HD Video Conferencing, Messaging & Collaboration, and Application Development/Testing
- *IT Operations Services* that manage networks, servers, apps, and security to ensure proper integration and seamless functioning of your IT assets
- *Business Resumption Center capabilities* that meet or exceed industry standards, so your business continues after disruption



- *Co-location facilities* so your IT assets reside in secure, environmentally-controlled conditions.

Customizing until it's just right

Our extensive SDC resources can be customized so you get exactly the capabilities your business requires. No more under-powered workloads, no more just-in-case capabilities you won't use.

DID-YOU-KNOW?

Why Automating Data Center Management Matters

Handing off your data center operations to a third party is a big step. But unless you have the right tools and expertise, finding an expert data center provider may be your best bet — especially if your staff manages your data center manually.

As data centers grow larger, more complex, and more convergent, management hogs staff time and adds cost. Proliferating assets, network ports, and cables become tough to efficiently and precisely track.

Manually managing data center infrastructure typically carries a 10% error rate and results in 20% to 40% of network ports being forgotten over time.*

This makes complying with regulations as well as security, privacy, and availability best practices highly problematic. So is data center planning and expansion that's based on the out-of-date, unreliable documentation produced by manual data center management.

By contrast, you'll get far more reliable data center functionality for less operational cost — 20% to 30% less, Gartner believes* — from facilities employing automated, intelligent data center infrastructure management solutions.

* <http://www.datacenterjournal.com/dcj-expert-blogs/aim-dcim-making-choice/>

What's New...

Serving Our Customers Drives Quest Awards

The Channel Company's CRN® Tech Elite 250



Quest has been named to The Channel Company's CRN® Tech Elite 250 in recognition of our ongoing investments in the training and education needed to earn leading vendors' most advanced technical certifications.

In choosing who to include in this elite group, CRN assessed which technical certifications — from such vendors as Cisco, Citrix, Dell, EMC, HP, IBM, NetApp, Microsoft, VMware, and Symantec — were most customer-beneficial.

Robert Faletta, CEO of The Channel Company, noted the commitment to excellence exhibited by Quest and the others chosen as tech Elite: "These ... providers have enhanced and strengthened their partnerships by earning some of the most difficult certifications from some of the most prominent names in IT."

In accepting the award, Quest President and CEO Tim Burke talked about the importance of keeping ahead of the technological curve.

"By investing in the technology training and certifications offered by our industry-leading partners, we build a foundation of expertise to better serve our customers' needs and prepare for the technology trends of the future."

Placer Economic Development Board 2015 Private Sector Award Winner

Quest was recognized at the 24th annual Placer County Economic Development Summit for its new 120,000-square-foot Roseville facility, which constituted a private investment of more than \$5 million in the local economy and has resulted in more than 100 jobs in the community.

"As a Northern California technology management firm for over thirty years," says Quest President and CEO Tim Burke, "we find it extremely satisfying that our latest expansion in Roseville of our on-premise, hybrid, and Cloud services and our growing network of Service Delivery Centers is contributing to the tremendous growth of this vibrant city."



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Risk Management Workshop

Identify solutions to mitigate risk and streamline business continuity in this C-level discussion.

Cloud Workshop

This table-top discussion with Quest Cloud experts and your team identifies cloud transition requisites for your organization — and much more.

Network Health & Infrastructure Check

Quest experts analyze your environment for performance, utilization, scalability, redundancy issues, and more.

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

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