



CRN's 2013 SP500 Cloud Elite Award Goes to Quest

(story on p. 4)



Quest Matches Skills to Adventist's IT Needs

In healthcare IT, the one thing you can count on is an ever-increasing rate of change.

That's the situation in which Adventist Health IT Services CTO & AVP Don Courville recently found himself. He had to comply with government healthcare initiatives and regulations while simultaneously keeping the multi-billion dollar healthcare organization's own IT operations humming along.

For more than 130 years, Adventist Health has been providing compassionate care to communities throughout the western United States via its more than 19 hospitals, 180 clinics, and 29,000 employees. As a large healthcare provider in the western US, Adventist Health already had a healthy list of IT projects.

So, when three new must-do-now projects loomed, Don decided it was time to get some assistance. That's when he turned to Quest's Professional Services.

In this case, the skills Don sought were diverse, including expertise for an enterprise-wide Windows 7 upgrade, implementation of technology infrastructure to support the roll-out of patient accounting and electronic medical record (EMR) systems across the clinics, and assistance with implementing federal and state enterprise security compliance requirements.

"We needed a big, temporary ramp-up of staff, and I reached out to Quest because I had good success with them in the past matching just the right skill set with what we required," explains Don. "Not only is Quest able to produce quality resources at a speed we find very impressive, they also do a much better job of managing those resources compared to many of the other firms we've tried."

Not a body shop

Most importantly, Quest is *not* what Don calls a "body shop" operation.

Adventist Health

THE BOTTOM LINE
Getting the right people who can help with *three* diverse, must-do-now IT projects takes more than inadequately screened bodies from a body shop.

IN THIS ISSUE

Quest can deliver all the tech skills you need

2 **From Tim Burke:**
Buyer beware of buying mere bodies

3 **Profile:**
Quest's Professional & Tech Staffing Services

3 **Did You Know?**
Why IT staff positions are tough to fill

4 **What's New...**
Quest takes top Best of Breed award

FROM TIM BURKE...

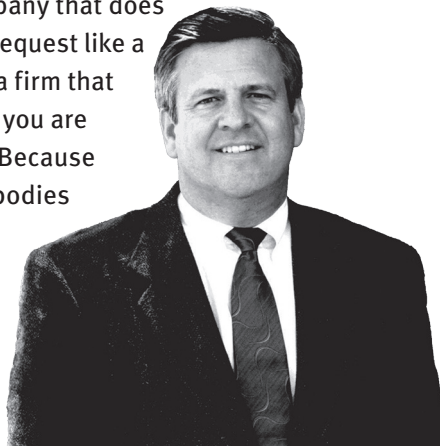
Buyer Beware of Buying Mere Bodies

Everyone needs a little help now and again. In IT, that usually means a big project is looming and additional skilled resources are needed to supplement internal IT staff. Happily, there's plenty of companies offering bodies. But caveat emptor. Because for many of these firms, staffing is just a numbers game.

I'm not suggesting these "body shops," as a customer has dubbed them, are without merit. Due diligence regarding their vetting process for candidate resumes and certificate claims should be sufficient if all you need is extra manpower. You'll assume responsibility for the management of those folks, and you can expect little after-sales help, but in some situations that works fine.

The problems come with a disconnect between what you ask for and what you really need. For example, you have a Windows 7 migration looming. You request and receive people with appropriate credentials. Sounds right. But wait, what you really wanted — really needed — were people who could lead your migration effort. What you got are folks who must be directed and managed.

The best way to avoid this sort of body shop dilemma is to work with a company that does more than treat your request like a transaction. Look for a firm that starts by asking what you are trying to accomplish. Because heedlessly throwing bodies at a problem doesn't work any better than heedlessly throwing money at it.



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

QUEST MATCHES SKILLS (Cont. from p. 1)

"There are some firms that just throw bodies at you," he explains. "Request six people, they'll send six people. Have those people been adequately screened? Will they really have the right skills and expertise for your project? Will their personalities be a good fit for your team? Maybe, maybe not."

Worse, notes Don, once these body shop operators place people at your site, that's the end of their involvement.

"Body shops don't tend to keep track of the people they send," he says. "Run into problems and you could be on your own. In my experience, getting support from them is difficult to impossible."

"Responsiveness after the sale — this is the thing about Quest that absolutely sets them apart."

But Quest's approach to providing skilled people is "completely different," Don reports.

"Quest keeps track of these folks, communicating with each person throughout the entirety of the project cycle," he says. "Quest actively keeps abreast of what's going on, which helps hugely to keep things on track and address any issues that might arise."

Post-sales support

And if an issue does arise, Don adds, Quest is out in front making sure it gets resolved.

"Responsiveness after the sale — this is the thing about Quest that absolutely sets them apart," he notes. "Any issue and they engage immediately. They investigate the situation and take remedial action quickly. I have never had to badger Quest to get some action on an issue. There's never any finger-pointing."

Don credits Quest account reps Mark Schachtebeck and Sam Samms with keeping an appropriate level of communication between Adventist and Quest. "We know our account reps by name because they're engaged with us, and we appreciate it."

And those three must-do-now projects? All are proceeding on schedule. As for the future, Don says he will continue to look to Quest for help.

"Quest has proven to us that they can jump in wherever we need them. What sets them apart is their ability to consistently deliver quality resources while providing a level of service others simply do not offer."

Quest's Professional & Tech Staffing Services:

When You Need the Right Skills at the Right Time

Recent research (see DID-YOU-KNOW column below) shows that IT people with the skills you need can be tough to come by — especially when you seek particular hard and soft skills for time-limited projects.

It's critically important to make certain that the technology experts you hire — either short-term or long-term — actually possess the necessary qualifications but this can be difficult unless you have in-depth technical understanding and plenty of time to spend on screening candidates.

Reliable access to the best technical skills

As a leading-edge provider of professional services (as well as cloud and managed services) to clients both small and large, Quest understands today's technology trends and

directions — and we maintain relationships with deeply skilled, highly proficient IT experts all over the world.

Quest's Professional Services teams have been meeting clients' unique IT needs for decades with our unique way of combining people, processes, and technologies to learn your strategic priorities, assess your needs, and work with your staff and within your cost parameters to achieve your goals.

Spanning technology consulting, project management, and staff augmentation, Quest's Professional Services include systems engineering, applications, security, and infrastructure services.

Tech Staffing you can always count on

So in addition to providing state-of-the-art technology solutions, we also

have long experience arranging for the best IT professionals to work on your behalf, either in direct-hire placements or via contract.

Our tech staffing professionals take the time to understand the skillsets your business requires and then ask both the general and specific screening questions necessary to match candidates with your needs.

We bring you candidates who match your skill requirements and fit well into your working environment, plus we validate their technical skills and certifications.

And after placement, Quest's staffing professionals are always there to respond to any issues you may have — and to make sure the people we've provided to help execute your technology projects meet all of your expectations.

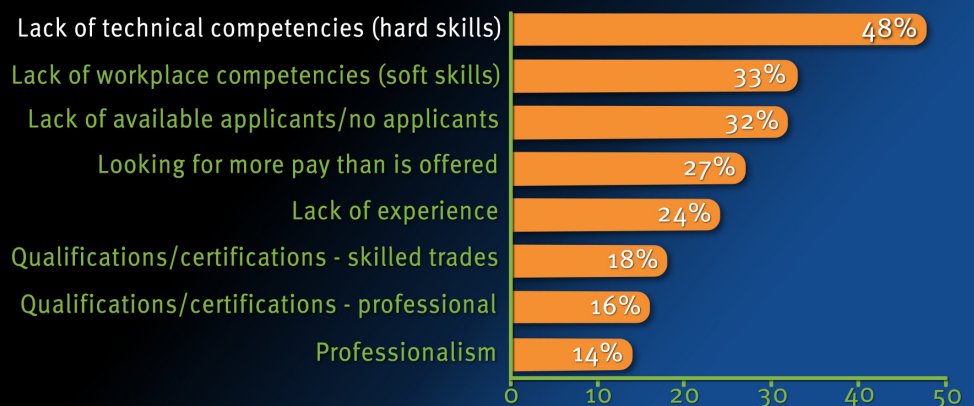
DID-YOU-KNOW?

IT Staff Positions Tough to Fill for Lack of Skills

A Manpower Employment Outlook Survey released in September by ManpowerGroup points to a 13% boost in employment for the fourth quarter of 2013 — the strongest quarter since late 2007.

What's more, the same survey indicates that IT staff positions were the fourth-hardest slots for U.S. employers to fill. Here's why:

Why U.S. employers struggle to find the right help



Source: http://www.manpowergroup.us/campaigns/talent-shortage-2013/pdf/TSS_MPG_NA_2013_vertical_061713-22.pdf

What's New...

Quest Takes Top Prize at 2013 CRN Best of Breed Conference



CRN's 2013 Best of Breed Conference, held in Tampa in October, not only gathered today's most innovative technology thought leaders — it also concluded with the 14th annual CRN Solution Provider 500 Awards ceremony.

These prestigious awards span eight different categories — including the SP500 Cloud Elite Award — that recognize and applaud solution providers who have evolved (often more than once) and thrived in today's challenging and quickly transforming cloud-and services-driven IT era.



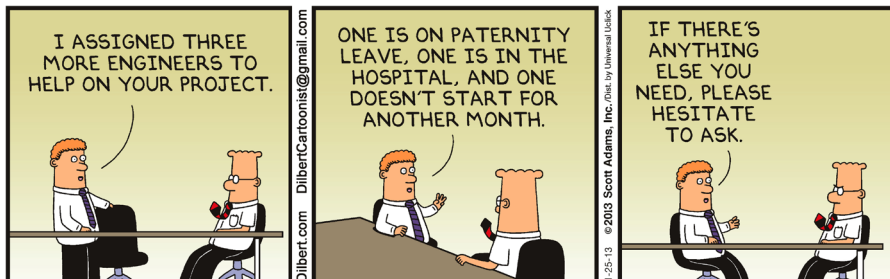
Quest was declared the winner of this year's SP500 Cloud Elite Award "for providing customers with the full spectrum of cloud products and services, whether in public, private, or hybrid cloud environments."

The award was presented to Quest President and CEO Tim Burke by Robert Faletra, CEO of CRN publisher The Channel Company, who noted that Quest now offers 22 secure global delivery centers and has been helping IT customers "for an impressive 31 years, with CEO Tim Burke at the helm from the start." What's more, Quest now ranks 161 on CRN's 2013 SP500 list, having climbed from 192 last year.

Quest's latest award comes at a critical moment in the technology industry.

The focus is shifting to the customer, Tim pointed out at the conference. "Now what matters is our ability to help customers' business development, regardless of whether that occurs through the cloud or by other means."

Tim adds, "The reality is that as a solution provider, a cloud provider, a managed service provider — whatever we opt to call ourselves — what we're always trying to do is work with our customers in using information technology to help them implement their business strategies and achieve their business goals."



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IN THE MEDIA ROOM

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(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/>).

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