



## Quest's Umbrella Support Plan Brings Flexibility, Cost Efficiency to Running IT Infrastructure

In the face of IT talent shortages, budgetary constraints, accelerating technological complexity, and pressure to focus on special projects rather than the day-to-day, ensuring that your IT infrastructure is sufficiently and reliably supported can be difficult.

"Plenty of businesses," says Quest CEO Tim Burke, "need help maintaining their IT infrastructure and supporting end users — and they often also need help cleaning up technical issues that hinder their infrastructure's performance."

### The problem: Conflating IT support and IT improvement

Too often, though, a business wants to simultaneously address both needs — IT infrastructure support and infrastructure improvement — without a complete understanding of the issues and challenges involved.

"This can be painful all around," Tim points out, "because no one grasps which IT operations are working well and which aren't. So both a client's infrastructure performance and their monthly recurring charges become unstable."

And until those infrastructure elements that need cleaning up and/or improving are identified and dealt with, the instability continues. For Quest, this was unacceptable. Tim and his team knew there had to be a better way.

### The solution: Quest's Umbrella Support Plan (USP)

"We decided to address the problem by creating the Umbrella Support Plan, which has two distinct components," Tim explains. "First, Quest provides six months of IT infrastructure support for whatever the client has operational right now.

"Second, we conduct an assessment, then deliver prioritized recommendations concerning whatever infrastructure improvements the client's environment needs."

### USP — IT infrastructure components +/- help desk

The USP's IT infrastructure support component handles infrastructure as well as user help desk functions.

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### THE BOTTOM LINE

Starting at \$40 per user per month, Quest can provide the IT infrastructure support you need right now *and* an expert assessment that follows up with prioritized recommendations about infrastructure improvements you'll need to stay competitive.

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FROM TIM BURKE...

## What to Look for in an IT Support Provider

Bringing in a provider with advanced expertise to support your IT infrastructure can cut your costs, chiefly via increased uptime, better capacity utilization, longer asset lifespans, improved auditing, and reduced energy use.

Sometimes you'll spot these savings right away as you compare a provider's pricing with your current data center operating costs. Sometimes you'll see savings come later from cost avoidance — the result of bringing in a support provider with advanced processes and expertise that significantly streamline your IT operations.

The usual advice about what sort of IT support provider to seek out now applies. You want, of course, an organization with extensive IT support experience, state-of-the-art data center and network operations facilities, a wide range of IT service offerings, and strong relationships with major IT vendors.

Beyond these necessary (but not necessarily sufficient) capabilities, I believe it's important that a provider of IT infrastructure support services also has. . .

- › *A broad spectrum of up-to-date technical expertise.* Ask every potential IT support provider about their professionals' certifications and training to figure out if you'll get the technical expertise your business needs.
- › *Services — including IT infrastructure support services — and service level agreements that are designed to be client-customizable.* Your provider should relate to you as a true partner with the flexibility to tailor its services to your current and future requirements with an eye to helping you achieve cost-effectiveness.



CHECK OUT MORE OF TIM'S THOUGHTS AT [www.questsys.com/CEOBlog/](http://www.questsys.com/CEOBlog/)

### Quest's Umbrella Support Plan (continued from page 1)

And because USP clients can customize their plan, they can select what they want Quest to support.

USP offers troubleshooting/diagnostics of servers, firewalls, switches, and wireless AP; monitoring of security alerts and supported devices; best-effort server and OS patching; opening tickets with telecoms for circuit outages; hardware support; and on-request performance of moves/adds/changes, user mappings, and server reboots.

On USP's help desk side, 24 x 7 x 365 support spans remote hands; best-effort support for Windows-based desktops and apps; basic "how to" questions; server-based password resets; workstation/server troubleshooting and triage; network/internet connectivity issues; MS Exchange/hosted email user admin; and Active Directory adds/moves/changes.

“We've maximized flexibility by making the Umbrella Support Plan adjustable to a client's evolving needs.”

### The USP infrastructure assessment

“Once we've established with a USP client what part of their current operations we'll be supporting, a six-month initial USP engagement begins,” Tim explains. “During this initial engagement, usually within the first ninety days, we conduct an assessment of the client's entire IT environment.”

Based on this assessment, Quest makes a series of prioritized best practices recommendations. “But,” Tim emphasizes, “it's always the client's decision about whether or not to invest in any of the improvements we recommend.”

### Designed for maximum flexibility, cost efficiency

“We've maximized flexibility by making the Umbrella Support Plan adjustable to a client's evolving needs and priorities,” Tim notes, “and this keeps it very cost-efficient for them.”

Thus, at the end of the initial six-month term, a client can terminate, continue as before, or adjust their plan to adopt any of Quest's recommendations and/or to add IT functions to the support plan, such as disaster recovery capabilities.

“If no one's monitoring your IT environments and/or you're not current on your patching, if you're dealing with some antiquated end-of-life gear, if your security is limited, if you have trouble with backup functionality — or you have no backup functionality—,” says Tim, “you can benefit mightily from our Umbrella Support Plan.”



# Quest's Disaster Recovery Services:

## Customizable DR Service and Support to Fend Off Downtime

*Quest offers multiple services that can help you avoid costly interruptions to your IT infrastructure's availability — including ways to incorporate Quest's DR services into a customized Umbrella Support Plan.*

### Disaster recovery/business continuity planning

Robust, affordable DR plans from Quest range from basic business continuity consulting and helping you form a plan to a variety of customizable disaster recovery solutions.

Quest experts can examine your IT infrastructure risks and identify mitigation solutions. Quest can help you conduct business impact analyses and business process evaluations as well as security assessments, and develop business continuity plans, disaster recovery plans, and DR plan testing.

### Disaster Recovery as a Service

Built on Quest's Infrastructure as a Service cloud capabilities and

combining protection, orchestration, and automation, Quest DRaaS can be integrated with Quest's managed services and backup solutions.

### High Availability Business Centers

Strategically located in the most environmentally stable and secure locations in California, Quest's High Availability Business Centers (HABCs) are Tier 3 and SSAE 16 Type II compliant and feature advanced fiber optic cable as well as redundant broadband infrastructures.

Part of Quest's global network of Service Delivery Centers (SDCs), HABCs offer:

- › 24 x 7 network and security monitoring;
- › Cloud and managed services, including Infrastructure as a Service, DR as a Service;
- › Data vaulting and replication;
- › Co-location facilities;
- › Dedicated and shared business resumption centers; and
- › On-site technical support.

### Online data backup services

Back up data across multiple locations using Quest's encrypted data transfer to our highly secure SDC network.

### Data Loss Prevention as a Service

Detect data in use, data in motion, and data at rest, monitoring its use on the network, and enforcing policies.

### DR-related workshops

Quest's workshops and assessments can provide actionable information, justify your goals, and outline a roadmap for your future IT. They include:

- › Risk Management Workshop;
- › Business Continuity Workshop;
- › Disaster Recovery Workshop;
- › Backup/Data Recovery Review; and
- › Storage Workshop.

*Enterprises suffer an average downtime of \$5,600 per minute.\* Let Quest help prevent this from happening to your business.*

\* <https://blogs.gartner.com/andrew-lerner/2014/07/16/the-cost-of-downtime/>

## DID YOU KNOW?

### Turning to Service Providers Pays Off — Especially with DR

Businesses increasingly rely on service providers with the right expertise and resources to help them reduce costs and/or improve service levels. Keep in mind, however, that there is typically a tradeoff between these two goals — you tend to get one at the expense of the other.\*

When it comes to *reducing costs*, economies of scale enable service providers to do best at help desk, desktop support, disaster recovery, and data center operations.\*

Service provider expertise powers *improved service delivery* in IT security, disaster recovery, application maintenance, and database administration.\*

What's most notable is that disaster recovery functions handled by a service provider deliver *both* cost

reductions *and* improved service delivery.\* And it's not hard to see why, since businesses report that:

*Poor planning is widespread:* 53% do not perform daily data backups, only 30% have a fully documented DR strategy in place, and 33% admit their DR plan proved inadequate when deployed in response to an outage.\*\*

*Recovery is difficult:* Following an outage, 35% lost at least one mission-critical application, 24% lost multiple mission-critical applications, 19% lost most or all data center functionality, and 12% lost data permanently.\*\*

\* <https://www.computereconomics.com/article.cfm?id=2422>

\*\* <https://blog.storagecraft.com/business-continuity-statistics-tech/>

## What's New...

## A look at Quest's Many Credentials and Certifications

*Quest professionals carry many technical certifications across a wide swath of information technology specializations and from many vendors and industry associations.*

Quest's expertise is so extensive, in fact, that it has been named by CRN (part of The Channel Company) to the 2018 Tech Elite 250 list, which honors North American IT solution providers that have earned the highest number of advanced technical certifications from leading technology suppliers.

Quest professionals maintain qualifications in many capabilities, including:

› **Industry standard certifications:** CompTIA A+, CompTIA Network+, CompTIA Security+, Cisco CCNA, Cisco CCNP, Microsoft MCSA and MCSE, Red Hat Enterprise, VMware VCP6, and more.

› **Multiple certifications in customer satisfaction excellence.**

› **Specialized certifications in:** application centric infrastructure, borderless network architecture, cloud and managed services, collaboration architecture, content security, data center architecture, data center networking infrastructure, enterprise network architecture, routing and switching, security architecture, unified communications, united computing technology, video surveillance systems, wireless LAN, and more.

› **Training in:** antivirus and anti-malware, blade servers, desktop, firewall policy and VPN, intrusion prevention system probes, network management, routing and switching operating systems, spam management over SMTP, storage area networks, user authentication and management, wireless access points, and more.

### Quest's Vendor Partnerships

AWS Registered Partner  
Cisco Gold Partner  
Citrix Silver Partner  
Cylance Authorized Partner  
Dell EMC Gold Partner  
Google Service Partner  
HPE Silver Partner  
IBM Member  
Intel Registered Partner  
Microsoft Gold Partner  
NetApp Gold Partner  
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### QUEST PLAYBOOK

What we offer:

<https://www.questsys.com/ePlaybook>

### QUEST ASSESSMENT SERVICES

Test drive our services, evaluate our expertise.

For a complete listing, go to: <https://www.questsys.com/assessment-services.aspx>

#### Disaster Recovery Workshop

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

#### Security Workshop

<https://www.questsys.com/security-workshop-video.aspx>

#### Cloud Workshop

<https://www.questsys.com/cloud-assessment/>

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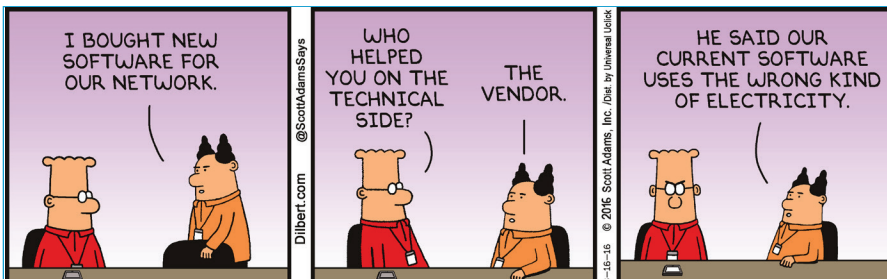
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