

Managed Services and Technical On-Call Support

Presenter:

Date:



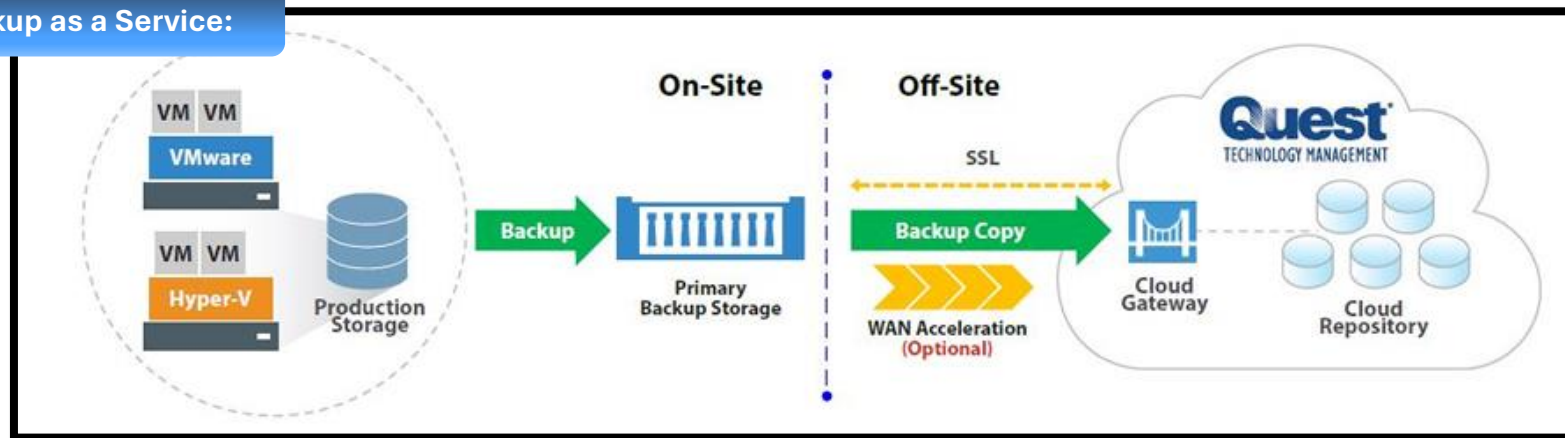
Quest Cloud/Managed Services



- **Cloud Backup and Recovery**
- **Managed Cloud Infrastructure:**
 - Desktop Virtualization
 - Infrastructure as a Service (IaaS)
 - Platform as a Service (PaaS)
 - Software-Defined Wide-Area Network (SD-WAN)
- **Monitoring Alerting**
- **Umbrella Infrastructure Support**

- **Edge Compute and Data Center Services:**
 - Customizable Data Center Services are available across North America and around the world through our global network of leading-edge Service Delivery Centers (SDCs)
- **Technical On-Call Support**
- **Communication Services**
- **Help Desk Support**

• Backup as a Service:



Quest Technical On-Call Support

Agile and responsive technical support you need, when you need it.

NEED HELP...

- Files are locked by a ransomware virus
- No access to internet resources outside of the local network
- Users can't get a wireless connection in the office
- One office cannot connect to the Internet
- No access to email or IP phone service
- Windows update to select laptops
- Unintelligible server error log message
- Configuring a firewall around new circuit

KEY BENEFITS:

- Thorough onboarding to gain a holistic understanding of your environment
- Freed time for your internal resources to focus on core business and development projects
- 24/7/365 service access to Quest NOC
- Certified technicians ready to tackle any issue
- Minimized drain on your resources, staff, and/or infrastructure
- Instant access to our expert toolbox
- Ease of escalation

Quest TOCS

How does it work?

- Our experienced TOCS technicians will join your team, open and track a ticket, and help you solve whatever problems you're facing.
- Our agile and responsive technical support serves as an extra set of eyes on updates and reconfigurations, enhanced support when your bandwidth is low, and a lifeline when you need it most.
- And because Quest has experience in a wide range of fields, we can help with many of the issues you may face.





Thank you!

Would you like to learn more about Quest's capabilities?



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Quest

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