PROFESSIONAL

Technical On-Call
Support Services

Easy Access to the Support You Need

When you work with Quest, you'll gain a competitive advantage with access to the agile, responsive technical support you need—and it's available for you anytime you need it. Your organization can carry on with business as usual, and Quest will be ready to integrate with your team as soon as you need us. We will assign an expert technician to work with you and help solve whatever problem you face. In addition, when you use our services, our Network Operations Center (NOC) will open and track a ticket to help make sure your problem is resolved properly.

Due to our vast experience built up over 40 years, we can assist you with a wide range of questions and problems. These include, but are not limited to: files being locked by ransomware, lack of Internet access outside of the local network, users not being able to get a wireless connection in the office, branches having difficulty connecting to the Internet, no access to email or IP phone services, Windows updates for laptops, and configuring firewalls around new circuits. Whenever you need enhanced support, or a lifeline to fix issues and stabilize your environment, Quest is happy to help.

Learn more about Quest's
Professional services.

Quest
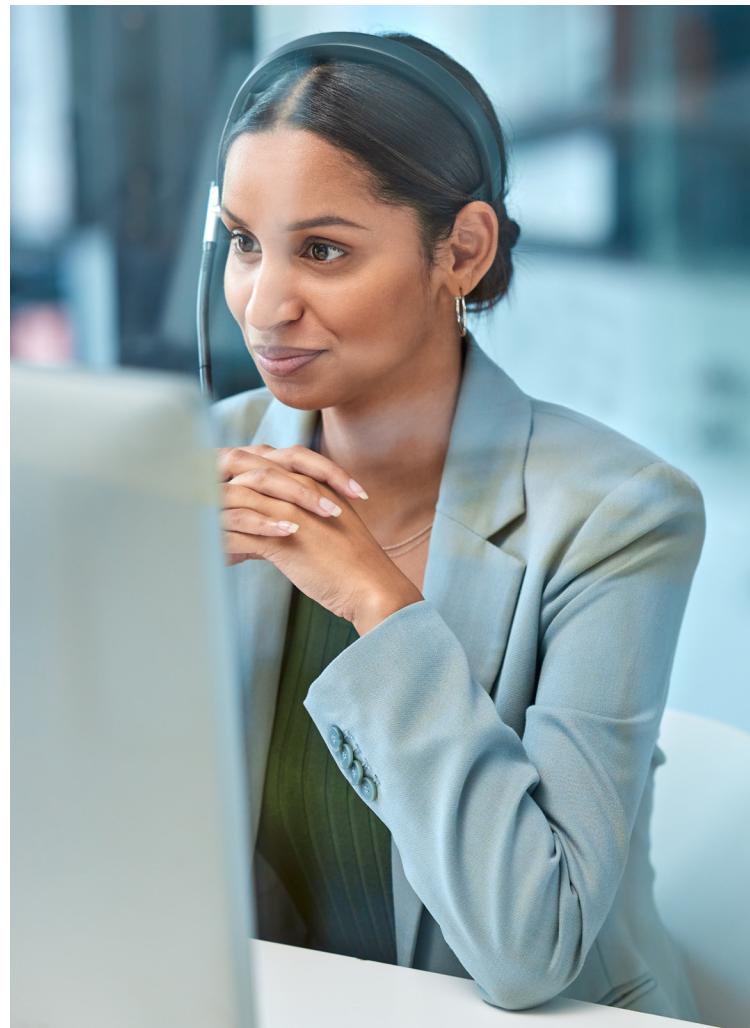TECHNOLOGY MANAGEMENT

Key Benefits

Quest TOCS offers thorough onboarding at no charge, providing a cost-effective and powerful option when you need extra help. What's more, we'll treat you just like one of our dedicated Managed Services Clients. We also make sure to obtain a holistic understanding of your people, network, policies, and procedures so we can provide the best service possible. Afterwards, you gain 24/7/365 service access to our Network Operations Center (NOC), as well as instant access to our expert toolbox, with easy escalation and certified technicians ready to tackle any issue. Not only does this enhance your ability to handle various difficulties, but it also minimizes the drain on your resources, staff, and infrastructure. As a result, your internal resources will have more available time in their schedules to focus on core business and development projects.

How Does It Work?

It's simple. When you need assistance, just contact us—we're always ready to help you out. 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.

Learn More About Quest's Suite of Professional Services

- Application Development
- Staff Augmentation
- Project Management and Support
- Email Migration and Support
- Cloud Migration and Support
- Technical On-Call Support

How can we help?

www.questsys.com
1.800.326.4220

Quest
TECHNOLOGY MANAGEMENT