

## Quest Software Designated Support Engineer

The go-to technical support experts for mission-critical products

Quest Software Designated Support Engineer (DSE) is a value-add service offering individualized support when you need direct, priority access to focused, senior technical expertise. Your personal DSE has a deep understanding of your unique IT environment, product support requirements and business needs, and has the necessary expertise to personally resolve product support issues or, if necessary, can quickly find the support you need for a faster resolution. For your mission-critical activities and products, the DSE is one of the most valuable assets to add to your already robust Quest Software portfolio.

### HOW THE SERVICE WORKS

It's easy. Just open a service request through normal Quest Software support procedures, and your service request (via the Quest Support Portal) will be routed directly to your assigned DSE who serves as your single point of contact. If the DSE cannot personally resolve the issue, he or she will find the resources you need for a rapid resolution. Your DSE works closely with your technical staff to get a full understanding of your technical requirements, enabling individual solutions to meet your specific product support needs. For more information on this service, please contact your local Quest representative.



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### BENEFITS:

- Direct access to an assigned senior technical expert
- Faster resolution of product support issues
- Improved product ROI, performance and uptime
- Decreased staffing and training costs
- Knowledge transfer
- Single point of contact

### FEATURES:

- High-level, focused technical support
- Rapid support escalation when needed
- Ongoing case updates
- Proactive patch notifications
- Knowledge sharing
- Best-in-class tools and resources

The DSE is a highly technical product support expert who is available above and beyond the world-class support coverage you already have as part of the ongoing maintenance service you received with your product purchase.

### **ADD DSE FOR A COMPLETE SUPPORT PACKAGE**

Designated Support Engineer is a stand-alone add-on technical service that complements Standard Support (regional business hours), 24x7 Support or Premier Support. Technical support is available during regional business hours or 24x7, as determined by the purchased support option. You must have an active product maintenance contract in place in order to purchase the add-on DSE service.

### **ABOUT QUEST**

Quest helps our customers reduce tedious administration tasks so they can focus on the innovation necessary for their businesses to grow. Quest® solutions are scalable, affordable and simple to use, and they deliver unmatched efficiency and productivity. Combined with Quest's invitation to the global community to be a part of its innovation, as well as our firm commitment to ensuring customer satisfaction, Quest will continue to accelerate the delivery of the most comprehensive solutions for Azure cloud management, SaaS, security, workforce mobility and data-driven insight.

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#### **Quest**

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If you are located outside North America, you can find local office information on our Web site.

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