Quest® Software Premier Support

Maximize the value of Quest solutions with proactive support

Make simplifying IT, mitigating risk and improving productivity faster and easier with Quest® Premier Support. Our highest level of support and service, Premier Support is designed for organizations with complex environments that require a closer day-to-day relationship with our support team and a proactive approach to support. You can get up and running quickly with Quest solutions and get back to focusing on what's important to you and your organization.

HOW PREMIER SUPPORT WORKS

Customers who select Premier Support receive 24x7 support, faster response times, access to senior engineers and a designated Customer Success Manager (CSM). Your CSM becomes your trusted advisor and acts as your go-to advocate for support issues for your Quest solution.

And when you add the Premier Plus option, in addition to all the Premier Support benefits, you also get a named Support Engineer who augments your internal operational support team with extensive experience and deep technical knowledge. You also get a block of Professional Services that can be used for a variety of expert services, tailored to help you get the most out of your Quest solution.

THE CUSTOMER SUCCESS MANAGER DIFFERENCE

Some software vendors take the one-size-fits-most approach to support services. With Premier Support, your CSM focuses on your unique IT environment and business objectives to establish a long-lasting relationship and to foster long-term success with your Quest solutions.

PREMIER SUPPORT BENEFITS:

• Named Customer Success Manager

• Faster response time on your Support Service requests

• Annual Customer Success Plan

• Monthly review calls and status reports

• Proactive updates and knowledge sharing

• Onboarding assistance to optimize product adoption

• Annual product roadmap review session

PREMIER PLUS BENEFITS INCLUDE:

• All the benefits of Premier Support

• Designated Support Engineer

• Block of Professional Services hours

We want to ensure you are getting the most out of your Quest solutions and support services. By building a relationship with your organization and understanding your IT environment, your CSM will make recommendations to you on product usage and adoption to ensure you are getting a full return on your investment.

Your CSM begins the process with an onboarding session with a product specialist to provide you with a product and support overview. They will help your organization move forward with Quest solutions and conduct regularly scheduled review calls and provide status updates. This will help identify and avoid potential issues. They will also review support activity, including trend analysis, asset reports, and defect and product updates. In essence, they become an extension of your IT team.

They will engage with your team for enablement activities, such as training opportunities, review of Knowledge Base articles, introduction to our customer portal and other self-service sources, assist with adoption of best practices, and share on-demand tips and tricks webcasts.

Finally, your CSM also acts as your single point of contact and will engage with all necessary Quest resources on your behalf to help drive your business success.

When you submit a service request to Quest Support, your CSM will ensure it is being handled appropriately.

Your CSM will monitor escalations or critical situations and will help coordinate a resolution by engaging with the Quest Support, Product Management, and Research and Development teams.

DESIGNATED SUPPORT ENGINEER

A Quest Designated Support Engineer (DSE) is a technical support resource that has the necessary expertise to personally resolve product support issues or, if necessary, can quickly find the support you need for a resolution. For your mission-critical activities and products, the DSE is one of the most

valuable assets to add to your already robust Quest solution portfolio.

How the Service Works

It's easy. Just open a service request through normal Quest support procedures, and your service request will be routed 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 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.

PROFESSIONAL SERVICES BLOCK OF HOURS

The Professional Services block of hours can be used for a variety of expert services, tailored to help you get the most out of your Quest solutions. When purchasing Premier Plus, you will have the option of purchasing blocks of 100, 200, or 300 hours. Common uses for expert services include, but are not limited to:

1. Training sessions and administration best practices.

Our service team will be happy to support you with its experience from their day-to-day work with the software through knowledge transfer sessions and best practice approaches for the administration of your environment.

2. Assistance with configuring solutions to meet best practices By providing additional support during upgrade planning.

If you are planning an upgrade, our service team is there for you and will advise you on best practice standards and supports you with your upgrade planning. You will benefit from our experience from numerous projects in various industries.

3. Support Assessments and reviews of installations/ solutions.

In order to get the most out of your installation, our experts support you in

reviewing your installation and advise you on possible optimizations.

4. Architectural reviews

The architecture of your solution forms the basis for the success of the solution. Our service team will assist you with an architectural review and discuss possible improvements with you.

5. Custom reports

If you need reports for certain requirements from your system, our service team gladly supports you. We advise you on the compilation of data and help you with the implementation of the reports.

6. High level performance reviews

If you feel that some operations are taking too long, our experts can help you. We create a high-level review of the performance of your system and make suggestions for improvements.

For more information, please contact your Sales Rep.

ABOUT QUEST

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Office 365 management, and cyber security resilience, Quest helps customers solve their next IT challenge now. Quest Software. Where next meets now.

"Thank you for being so available, willing and able to answer any type of questions we have. I sing your praises every chance I get."

IT Manager
Financial Industry

Quest