

DATA SHEET

Quest Software Support Services

When selecting an enterprise software provider, the strength and quality of its support services is as important as the benefits of the products. Quest Software Support provides expert technical assistance worldwide through highly experienced professionals, saving you time to focus on what's important to your business.

Global coverage

We deliver a wide range of global support services through multilingual teams located throughout the world. Support is provided in English with local language accommodated when possible.

Highly skilled engineers

Our customers consistently rank our support engineers as among the best in the industry. They provide deep product knowledge as well as extensive domain expertise.

Commitment to customer satisfaction

We are passionate about resolving every issue to the complete satisfaction of our customers. Results from our support surveys consistently reflect high levels of customer satisfaction.

Benefits

- Global touch and hold model — one person manages issue through resolution
- Highly skilled and certified engineers are product and domain experts who interact at your skill level
- Commitment to customer success
- Multiple offerings to accommodate varying needs
- Robust Support Portal and knowledge content to resolve issues quickly and independently 24x7

Different support levels to suit your unique needs

Quest Software Support accommodates connected solutions by providing a comprehensive support plan to suit any business organization. Whether there is an issue with software, the hardware part of an appliance solution or one of our cloud-delivered technologies, our support engineers will collectively work to resolve the issue quickly and effectively. We recognize how important our products are to your business environment, and we strive to help you maximize your software investment by offering a wide range of global support services to accommodate the varying needs of your organization.

“When I open a case, I’m confident that it will get routed to a person who knows the product inside out — and who will do whatever it takes to resolve the problem.”

Clay Jackson | Linux/DBA Operations Manager, Darigold

Standard Support

Standard Support is an extensive range of services, available Monday through Friday, during Quest Software Support business hours in a single geographic region.

24x7 Support

24x7 Support is the appropriate option if you require around-the-clock support coverage or support across multiple time zones. This service provides 24x7 support for severity Level 1 issues, including weekends and public holidays. All other severity level issues will be handled during local business hours.

24x7 Support is essential if you are performing critical IT operations such as performance monitoring, data protection, identity management or security. It is available for most of your products and mandatory for selected products. Contact your sales representative for further details.

Premier Support

Our highest level service offering is designed for organizations with complex environments that require a closer day-to-day relationship with our support team and a more proactive approach to technical assistance. Customers who select Premier Support receive 24x7 support, which includes faster response times, direct access to senior support engineers and a designated Technical Account Manager (TAM). Your TAM becomes your trusted advisor, acts as your go-to advocate for support issues and delivers a wide range of services tailored to your unique needs. Premier Support benefits include:

- Proactive, personalized support service
- Accelerated response times
- A named TAM
- Increased ROI on your Quest software, appliances and cloud applications

Access to our Support Portal

In our Support Portal, support.quest.com, you can create and manage service requests, download new product releases and updates, and search for answers using our growing Knowledge Base of more than 100,000 solutions, FAQs, how-to guides, videos and discussion forum postings.

“The Quest Software Support engineer was very helpful and my problem was fixed quickly. Compared to other vendors, this has been the best support experience I’ve had for a while.”

Sean Ryan | Senior Oracle Database Administrator, Bausch & Lomb

Support Features	Standard	24x7 Support	Premier ¹
Maximum response time for severity Level 1 issues	1 hour	1 hour	30 minutes
Technical support coverage	Regional Hours ²	24x7 ²	24x7 ²
Online forums, documents, videos and knowledge base	✓	✓	✓
Online service request management	✓	✓	✓
Latest software upgrades	✓	✓	✓
Phone support	✓	✓	✓
Email support	✓	✓	✓
AI Assistive Agent Support	✓	✓	✓
Collaborative 3rd party assistance	✓	✓	✓
Weekend & holiday support for severity 1 issues		✓	✓
Faster response times			✓
Technical Account Manager (TAM)			✓
Support onboarding			✓
Monthly review calls and status reports			✓
Proactive product updates and knowledge sharing			✓
Annual Product Roadmap review session			✓
TAM monitors escalations			✓

Support is provided in English with local language accommodated when possible. There are some products that require 24x7 Support. See your sales account representative for details.

1 Not available on all products. Contact your sales representative for details. One Identity Support Coverage is determined by the product maintenance contract.

2 Regional hours and phone numbers are listed at <https://support.quest.com/essentials/phone-number-listing>. 24x7 Support enhances regional hours with extended coverage for severity 1 issues on Saturday, Sunday and holidays. Support calls will be handled by regional support teams during published regional hours and managed by the global support team outside those hours.

3 Not available on all products and regions.

Severity Level	Description	Initial Response Standard Support	Initial Response 24x7 Support	Initial Response Premier Support
Level 1	<p>Critical business impact</p> <p>Customer's production use of our products on a primary business service, major application or mission-critical system is stopped or so severely impacted that the customer cannot reasonably continue work.</p> <p>For severity level 1 problems, we will begin work on the problem within one hour of notification and handle the issue as the highest priority until the customer is given a fix or workaround. Customer resources must be made available in severity level 1 situations and reasonably cooperate to help resolve the issue.</p> <p>Severity level 1 problems could have the following characteristics:</p> <ul style="list-style-type: none"> • System hangs or crash situations • Data loss or data corruption • Critical functionality not available • Quest® appliance is down (customer must be on site to troubleshoot) <p>Severity level 1 issues must be reported via telephone.</p>	Within 1 hour	Within 1 hour	Within ½ hour
<p>Note: Severity level 1 service requests cannot be logged through our Support Portal; call us to log a severity level 1 case.</p>				
Level 2	<p>Critical business impact</p> <p>Important product features are unavailable with no acceptable work-around. Customer's implementation or production use of our products in a primary business service, major applications or mission-critical systems are functioning with limited capabilities or are unstable with periodic interruptions. The software may be operating but is severely restricted.</p> <p>Severity level 2 problems could have the following characteristics:</p> <ul style="list-style-type: none"> • Product error or failure forcing a restart or recovery • Severely degraded performance • Functionality is unavailable, but the system is able to operate in a restricted fashion 	Within 2 hours	Within 2 hours	Within 1 hour

Severity Level	Description	Initial Response Standard Support	Initial Response 24x7 Support	Initial Response Premier Support
Level 3	<p>Minimal business impact</p> <p>Product features are unavailable, but a workaround exists and the majority of software functions are still usable. Minor function or feature failure that the customer can easily circumvent or avoid. Customer's work has minor loss or operations functionality.</p> <p>Severity level 3 problems could have the following characteristics:</p> <ul style="list-style-type: none"> • Error message with workaround • Minimal performance degradation • Incorrect product behavior with minor impact • Questions on product functionality or configuration during implementation 	Within 4 hours	Within 4 hours	Within 2 hours

Level 3 is the default severity level setting.

Level 4	<p>Nominal business impact</p> <p>A minor problem or question that does not affect the software function. For example, a request for information on how to use a particular feature, a general question or requests for documentation or enhancements.</p> <p>Severity level 4 problems could have the following characteristics:</p> <ul style="list-style-type: none"> • General requests for advice on product usage • Clarification on product documentation or release notes • Product enhancement request 	Within 1 business day	Within 1 business day	Within 4 hours
---------	---	-----------------------	-----------------------	----------------

Product Support Resources

Enter product name (type first 2 letters and select)

Your recently viewed products: [Toad for Oracle](#) [SharePlex](#) [Foglight](#)

[All products support →](#)



[Product Notifications & Alerts](#)



[Downloads](#)



[Documentation](#)



[Community](#)



[Knowledge Base](#)



[Video Tutorials](#)

Most viewed knowledge articles:

- [Understanding the license Feature attributes? AI Ready, AI Capable, AI Enabled \(4381861\)](#)
- [Password Propagation service certificate requirements install. \(4381953\)](#)
- [Error Message Appears for Non-Admin Users When Deploying Objects \(4381824\)](#)
- [Rollback on the SMA to a previous version. \(4381914\)](#)
- [Do you have any information on when the next RMAD version will be released? \(4381789\)](#)

Support Portal features

- Simplify navigation with personalization, including tailoring the My Account page to your specific products
- Quickly find answers with federated multi-source knowledge articles, videos, documents and more
- Conveniently locate product information with a support page for each product
- Share information with peers and product experts in user communities
- Stay up to date by easily downloading new releases and updates
- Get interactive support via the AI Assistive Agent Support
- Easily log issues and track resolution progress with online service request management

Get more information on how to use the Quest Software Support Portal by viewing our “Getting Started” tutorial videos.

Additional support services

If at any time your business demands a customized level of support, we can help you find a service that better fits your needs. Visit our [Support Portal](#) for more information about our additional value-added support services.

About Quest Software

Quest Software creates technology and solutions that build the foundation for enterprise AI. Focused on data management and governance, cybersecurity and platform modernization, Quest helps organizations address their most pressing challenges and make the promise of AI a reality. Around the globe, more than 45,000 companies including over 90% of the Fortune 500 count on Quest Software. For more information, visit www.quest.com or follow [Quest Software on X](#) (formerly Twitter) and [LinkedIn](#).

© 2026 Quest Software Inc.
ALL RIGHTS RESERVED.
Quest, Quest Software and the Quest logo are trademarks of Quest Software Inc. For a complete list of Quest marks, visit <https://www.quest.com/legal/trademark-information.aspx>. All other trademarks are properties of their respective owners.
Datasheet-SupportServices-HO-102252

[Explore our solutions →](#)

