

*We'll help you manage your IT so you can focus on growing your business:*

## Managed Services



**We understand that you may not want to be mired in the details of IT management.**

You want to stay focused on moving your business forward, which means concentrating on core business activities. How can Quest's Managed Services help?

### Maintain Control

With Quest's Managed Services, you choose the degree of control over your own IT services. We become part of your team helping to formulate an overall management environment that can cover your server, network, data storage system, planning and testing. By working together, Quest gives you the expertise you need without the learning curve or overhead of increased staffing or product acquisition.

**In a recent survey of corporate decision-makers, 76% said that external managed services has become a permanent part of their corporate strategy. What's your strategy?**

### Our Managed Services include:

- **Network Management:** Optimize your existing infrastructure and applications with accurate data, testing and custom reports
- **Server/Application Management:** Leverage Quest's investment in remote management, monitoring and security services to ensure that your critical servers and application resources are available when you need them. In the event of a crisis, 24/7 support provides the assurance of an immediate response
- **Managed Security:** Incident protection services cover your networks, servers, databases and applications 24/7

- **Data Storage:** Know your backups are occurring as planned and you are prepared to restore data as required
- **Business Continuity & Disaster Recovery:** Safeguard your systems and data in the event an interruption requires your company to seek data changeover, recovery and retrieval
- **Managed Messaging:** Managed Email Messaging allows organizations to have all of the capabilities and features of Microsoft Exchange 2003 without the time, resources and licensing costs of investing in an Exchange system
- **Anti-Virus:** Quest's investment in the latest protection and virus scanning technologies ensures that user data is protected before reaching your corporate network
- **Anti-SPAM:** Up to 80% of today's Email is estimated to be SPAM. Through Quest's managed Anti-SPAM services, you can prevent SPAM from impacting your email server before it reaches your corporate network
- **Managed Remote Access:** Through the latest in remote access technologies, such as IPSec and Web-based SSL VPNs, Quest offers the ability to manage, monitor and secure employee access to the corporate network

### We employ standard methodologies to help you meet line-item security and compliance requirements, including:

- Accurate network documentation
- Work and data-flow diagrams
- Definition of the user community
- Definition of suitable applications

### Complete integration

Quest works seamlessly with your staff, systems, policies and procedures. Our Managed Services are integrated into a comprehensive portfolio of Professional Services—giving you access to a multi-disciplinary team of Quest consultants, project managers, designers, engineers and product specialists. We represent the full spectrum of business technologies, systems and applications, bringing these and the latest in research to your organization.

**Learn more about the right combination of Managed Services for your business.**

*Invest in the Capability, not the Product*<sup>®</sup>  
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