Quest STRATEGIC ADVISOR

Quest | CASE STUDY

From a Challenging Start, a True Partnership Emerges

All successful IT professionals live by the motto that not everything goes according to plan. It's what you do about it that counts.

So when Reno, Nevada-based financial investment firm Navellier & Associates faced challenges with a Citrix implementation three years ago, CTIO Clayton Pippenger wasn't surprised.

What did surprise Clayton was the way his technology provider, Quest, reacted.

Impressive problem remediation

"It was the first major project we did with Quest's Professional Services Group — and a testing ground for working with them," recalls Clayton. "There were some issues, but the way Quest handled the situation — how they escalated problems and sought out remedies when things didn't go exactly as planned — was a very good indication to me of their corporate work ethic."

Clayton was particularly impressed by the response of Quest Account Manager Gary Schick and how effectively Quest's problem-escalation procedures operated — "moving right up the chain to the top of the company."

Technology is a strategic differentiator for Navellier, Clayton notes. "We have to trust the people we work with. Quest's handling of this situation made a potentially negative experience into a positive one. It's what cemented our trust in them as a technology partner — and why we chose them to help us with our next major technology upgrade."

Infrastructure, VoIP, and Managed Services

About nine months ago, Navellier began working with Quest on the design and scope of a new project that will be implemented in five phases. This effort includes a VoIP system, new Microsoft Exchange server implementation in multiple locations, a complete infrastructure back-end replacement, and additional

NAVELLIER & ASSOCIATES

THE BOTTOM LINE

Navellier finds a partner who respects how important technology is to its success — and delivers new ideas and cost-savings, too.

IN THIS ISSUE

A technology partner should do more than work on your IT projects. A real partner understands your goals, embraces your corporate strategy, & works within your budget.

connectivity and redundancy to the Internet.

Ongoing support of the new infra-structure and VoIP will be provided by Quest's Managed Services Group.

"We evaluate technology projects in several ways, using a five-year window to see if we should do it internally or outsource," explains Clayton. "Increasingly, we've found Managed Services to be the right choice."

> ### "Quest's Managed Services offering is flat-out less expensive."
>
> — Clayton Pippenger

Indeed, just this month, Clayton decided to hand over Navellier's entire storage and data backup to Quest's Managed Services.

"We looked at how much it costs to buy all our own backup and recovery equipment and manage it ourselves at multiple sites, and Quest's Managed Services offering is flat-out less expen-sive," he reports.

New approach to DR

Next on Clayton's to-do list with Quest is a revamp of Navellier's existing approach to disaster recovery (DR), which the firm expects to finish by mid-2009.

"Quest helped us re-architect how we're doing DR, moving us from a physical DR site approach, where our staff would actually go to a pre-deter-mined location complete with desks, phones, and so on. Now we're taking a remote-worker DR approach. Instead of a physical location, we'll have the ability to access our DR solution from

## FROM TIM BURKE...

Coping with Budget Cuts

W e're all looking for ways to reduce costs. But how we do it is as important as getting it done.

On the home front, it's easy to see why across-the-board cost cuts aren't an option — the new car can be sacrificed, but paying your children's tuitions remains a priority. Freezing all expenses at pre-crisis levels isn't viable, either — budgets must be flexible enough to han-dle hikes in utility bills or insurance premiums.

The same holds true for IT budgets. Simply freezing or slashing budgets across the board can be done — but should it be done? For instance, if you cut your infrastructure staff without making provisions for dealing with their workload, you'll find the business doesn't have the support it needs to function cost-effectively.

Our advice is to prioritize. Make a list of what you're behind on, should do, and would like to do. If you're pressured to reduce headcount, re-allocate some of your budget for services that can replicate lost support.

And talk to your trusted technology partners about how they can help. You'll be surprised at the options available for addressing both your capital and operating needs.
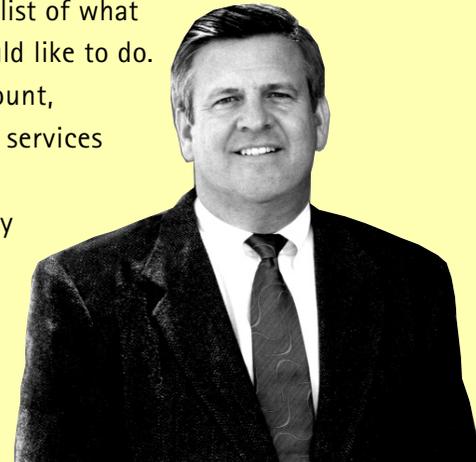
anywhere in the world. Our new DR plan ties right into our new VoIP sys-tem, giving workers access to all their phone, fax, email, and applications from anywhere," he explains.

Clayton's selection of Quest for DR was based on Quest's willingness to tai-lor the solution to Navellier's needs, the overall cost-structure Quest uses, and the security of Quest's Network Operations Center (NOC).

"I've visited premier data centers all over this country," says Clayton, "and Quest's NOC in Sacramento is second to none in security and availability."

From a challenging first engagement more than three years ago, Navellier's relationship with Quest has grown into a true, tested partnership.

"We meet with Quest folks on a regu-lar basis," says Clayton. "One of the things I really like is that Quest always brings in every pertinent expert upfront to discuss a project. We've worked with more than twenty people over the last three-plus years and they've all been very knowledgeable. I can't say enough about their responsiveness — it's stunning!"

Quest's Professional Services:
The Savvy to Help You Sustain Your Business

Now more than ever, the pressure is on to sustain business with fewer technology resources. Quest Professional Services can help you juggle limited staff and budget to deliver mission-critical, core technical competencies.

Quest's savvy combination of people, processes, and technologies means your business can afford — and benefit from — our deep levels of talent and experience in systems engineering, infrastructure services, and network and application process analysis and development.

Commitment to your IT priorities
Despite today's severe cost constraints, the survival of your business depends on precisely the capabilities on which Quest Professional Services focus: Network and telco infrastructure, reliable security, meeting compliance requirements, data backup and recovery, efficient deployment and management of applications, implementations of wireless technologies.

Quest Professional Services project managers know how to grasp and commit to your IT strategies and your IT priorities. They bring extensive knowledge of the most productive technologies and the most effective best practices to every engagement. They ensure that what Quest promises, Quest delivers—on time, on budget, with the easy-to-comprehend documentation so necessary to success.

Helping your bottom line
Whether it's technology consulting that optimizes your infrastructure or processes, project management that asserts control over your technical complexity, or staff augmentation that delivers the dedicated expertise exactly when you need it, Quest Professional Services can help your bottom line.

The range of Quest Professional Services spans:

- **System engineering**, offering expertise for operating system & platform migration, email management, business continuity & disaster recovery, and email archiving/backup services,

- **Infrastructure services**, encompassing end-to-end networking solutions from assessment, design, and installation to deployment, capacity management, and maintenance of LAN/WAN/VLAN/SAN, wireless, and telecom systems, and

- **Applications analysis and development**, including application integration, new and legacy platforms, business process analysis and web development.

DID-YOU-KNOW?

How to get 10 times the impact of IT cost cutting

Beyond the whats and wherefores of cutting IT budgets in the current economic climate lurks plenty of opportunity. A recent article by James Kaplan, Johnson Sikes, and Roger Roberts of McKinsey & Company describes why this is true, complete with real-world examples that just might help you sleep better.

Entitled *Managing IT in a downturn: Beyond cost cutting,* the article in the fall 2008 edition of the *McKinsey Quarterly* (available at http://www.mckinseyquarterly.com/ Managing_IT_in_a_downturn_Beyond_cost_cutting_2196) argues that managers need to take an integrated view of how IT is used in their businesses. Simplistic slashing of IT investments is not merely counterproductive — it can actually endanger the business.

"When business and IT executives jointly take an end-to-end look at business processes," write the authors, "the resulting investments can have up to ten times the impact of traditional IT cost reduction efforts. The trick is to scan for opportunities ..."

The article then describes key sweet spots, including using IT to

- Manage sales and pricing,
- Optimize sourcing and production,
- Enhance support processes, and
- Optimize overhead and performance management.

Coming in the next issue of *Quest Strategic Advisor:*
Case Study of Solano County Library

What's New...

How much could your company benefit from new ideas?

Innovation — a good idea well-implemented — can be the difference between failing and thriving in a serious downturn.

A recent article published by the Wharton School of the University of Pennsylvania's Knowledge@Wharton — Why an Economic Crisis Could Be the Right Time for Companies to Engage in 'Disruptive Innovation' (http://knowledge.wharton.upenn.edu/article.cfm?articleid=2086) — notes that smaller organizations often enjoy an innovation advantage and discusses approaches that have been shown to be effective.

Economic crisis can provide what the article describes as an 'innovation platform'. Cost cutting spawned by losses of revenue and profit comes first, and the impact of cuts on innovation isn't good but generally is necessary — "if the patient is bleeding you need to stop that first."

Then comes the next phase: "Leaders ask which parts of their business model are weak (and perhaps unsustainable) and that, in turn, can lead to restructuring and reinvention."

Among the advice from Wharton's innovation gurus: Explore areas adjacent to your main business in search of innovation breakthroughs — those unrealized and thus uncontested markets called, in innovation-speak, "blue ocean."

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"Remember when we laughed about that email virus that claimed it would erase your hard drive and credit history and birth certificate?"

IN THE MEDIA ROOM

Visit http://www.questsys.com/media.html for:

PODCASTS
QUEST ON THE RADIO: Download the podcast on Quest's Threat Review Process.

PCI Compliance podcast: Join (Co-Hosts) Scott Draughon (My Technology Lawyer) and Oliver Rist (InfoWorld) as they interview Mike Dillon (Quest CTO) and Jon Bolden (Quest Director of Professional Services) about PCI (Payment Card Industry) compliance.

VIDEOS
Who We Are: Colleagues describe achieving business systems success with Quest's help.

Data Security video: Hear direct from the FBI, security experts and your peers about the in-depth security issues and how Quest can help protect your company.

HCIN video: Learn how Quest used VoIP and Video Technology to help Health Care Interpreter Network (HCIN) design a workable language interpretation solution that complies with regulations, improves patient care, and increases revenues.

Business Continuity Planning/Disaster Recovery: More than 25% of businesses damaged never recover from natural and/or man-made disasters. Ensure your future.

Video overview of our Infrastructure Services: Wireless, Broadband, Fiber-optics, Fiber Splicing, Infrastructure Cabling and more.

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