Quest STRATEGIC ADVISOR

Quest | CASE STUDY

How many ways can Quest help? Just ask Sutter Health

Sutter Health's association with Quest goes back more than 20 years, to the days when Quest was Sutter's go-to reseller for tape and media supplies. These days Quest is still the reseller Sutter calls when it needs gear. But, says Rudy Jugoz, Sutter's Manager, NetOps & Data Center Services, reselling is only one part of a much more comprehensive array of managed and professional services Quest provides, including consulting, educational seminars, personnel placement, and monitoring of the healthcare organization's online UPS systems.

One of the nation's leading not-for-profit networks of community-based health care providers, Sutter Health delivers high-quality care in more than 100 Northern California communities. A major reason for Sutter's success is the level of trust between patient and provider. And that same ingredient, says Rudy, is at the heart of Sutter's relationship with Quest.

Reseller you can trust

"Trust is essential, especially with resellers," declares Rudy. "You have to be confident that if there's an issue, your reseller is going to make it right."

But it's more than standing behind what you sell, he adds. "I know if we need it, I can count on our Senior Account Manager, Sam Samms, to get creative with financing issues and shipping dates — tasks that would be time-consuming for us to handle and might jeopardize our ability to complete a project on schedule."

In fact, Rudy prefers to work through Quest rather than deal directly with many of the industry's large technology vendors.

"Navigating your way through a vast vendor organization can be an onerous process, very time-consuming," he reports. But that's only part of the reason he requests Quest's assistance, he says. "The vendors don't always have our best interests or time frames in mind. Quest does."

Professional Services makes Quest unique

But what truly makes Quest unique among the resellers, says Rudy, is Quest's Professional Services staff — which he rates outstanding.

THE BOTTOM LINE

Some resellers you call when you need to order gear. But as Sutter Health has found in its more than two-decade relationship with Quest, other resellers you call when you need more.

IN THIS ISSUE

You might be surprised to find out how many different ways a technology partner can be of service to you.

SUTTER HEALTH *(Continued from p.1)*

As a partnership, "We take advantage of Quest's professional services team to bring together outside experts to provide input on most of our critical infrastructure areas such as network security, blade technology, storage issues, disaster recovery, and data center management — the list goes on."

And among the many areas where Quest's Professional services team has made a difference for Sutter is helping

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> — Rudy Jugoz

find qualified network candidates — it's a task that is becoming increasingly more difficult and much more time-intensive, reports Rudy.

"As a health care organization, we have zero-tolerance for downtime," he explains. "But finding quality, seasoned network engineers on our own has become a lengthy and often not successful process. I can have as many as seventy-five applicants to evaluate, select ten I want to talk with, and still end up without a hire."

Fortunately Quest "always seems to find us the best of the crop. We use Quest as a source to fill positions for our specialty areas — network administrators, project managers,

FROM TIM BURKE...

Getting the most from your technology partner

Technology partners offer businesses an almost dizzying array of services and support these days. So, how can you make sure you're getting the most value from your relationship with a technology partner?

My advice is to make an IT Priority Plan. List all projects and day-to-day needs and identify those that are a priority. For each item on your list determine what level of tools, personnel and services you have on hand to satisfy its requirements. If you have everything you need, write in "Covered;" if not, "Not Covered" or "Don't Know." Once finished, you'll have a fairly good idea of where your vulnerabilities are and where you need to make changes.

Next, talk to your technology partner about your findings. If you have trouble engaging them in a discussion of how they can be of help, a red flag should go up. What you might find is that your partnership is a one-way relationship: they sell and you buy. If that's the case, you can be almost certain you're not getting the most from the relationship and it's probably time to take your list and talk with a technology partner. One that will listen and respond to your needs.
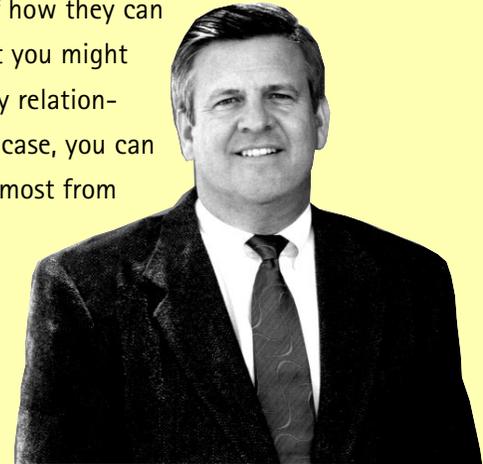
network monitoring, and so on."

Managed Services also part of the program
In addition to reseller and professional services, Sutter has been using Quest's managed services team for the last three years to manage and monitor all of its uninterruptible power supply (UPS) systems to replace batteries supporting critical switchgear closets.

"We wanted to get our engineers out of the UPS battery replacement business and free them to concentrate on the network."

A major migration
The future of this more than two-decade working partnership is revealed in Sutter's commitment to migrate from a best-of-breed application model to an integrated application model to implement Sutter's electronic records management (eHR) system.

"This effort will translate into huge cost savings down the road," says Rudy. "It's an extremely important project for Sutter. And Quest, through its vendor partnerships, has an enormous role to play in our success."

Providing the right people and technologies

To meet the needs of the business and help it to grow, most IT leaders must juggle limited staff and budget to fulfill the requirements and demands of a dozen or so core technical competencies. But as information technologies become increasingly complex — and increasingly business-critical — this is getting much tougher to do.

Quest provides relief for overburdened IT leaders in two ways:

* Highly experienced technical project management experts who validate, fine-tune, and comprehensively document your IT strategies and practices according to agreed-upon schedules.

* Teams of unbiased product specialists, inside sales representatives, and account managers to help you choose the right technology products and get them to you quickly.

The professional experts you need

Quest provides an impressive variety of talent and experience via Quest Professional Services. These services encompass staff augmentation, project management, and technology consulting. Among Quest's capabilities:

* **System engineering**, including design, installation, testing, tuning, deployment, and maintenance. Quest systems engineering expertise spans operating system & platform migration, email management, business continuity & disaster recovery, and email archiving/backup services.

* **Infrastructure services**, delivering end-to-end networking solutions from assessment, design, and installation to deployment, capacity management, and maintenance. Technologies covered include LAN/WAN/VLAN/SAN, wireless, and telecom.

* **Applications analysis and development**, including application integration, new and legacy platforms, business process analysis and web development, to ensure smooth operations and information flow.

Help choosing the most appropriate technologies

By offering products and services from thousands of partner manufacturers, including the world's leading technology providers, Quest is in a position to help you choose the most appropriate technology for your needs.

Quest's product offerings include networking, software, memory, servers, desktops, storage devices, input and output devices, monitors, uninterruptible power supplies (UPSs), power management and distribution, and more.

Quest's partnered services span professional services, managed services, and maintenance contract management.

DID-YOU-KNOW?

More U.S. IT workers – and more demand – than ever

In May 2007, U.S. IT employment rose by 3,100 and achieved a record: the number of IT workers in the United States reached an all-time high of more than 3.6 million, says the National Association of Computer Consultant Businesses (NACCB), which tracks IT employment on a monthly basis.

Demand isn't ebbing either. NACCB reports a shortage of workers in many IT skillsets, and the unemployment rate in some of these skillsets is below 1 percent.

According to the Brainbench *2006 Global Skills Report* (available for free at www.brainbench.com), the world's top IT skillsets — as measured by the greatest number of skill certifications — are:

- C#
- Software Testing
- C++
- .NET Framework
- Computer Technical Support
- ASP.NET
- RDBMS Concepts
- Project Management (2005)
- Java 2 Fundamentals
- Linux Administration (General)

Brainbench reports that C++ became the most popular programming language in 2006, even though it was released less than five years ago. Despite the rising popularity of open-source Linux, a 2006 Robert Half survey of IT hiring indicates high demand for MS Windows administration skills as well as network administration and database management talent.

What's New...

IT salaries — they're ba–ack

As IT staff headcounts rise, IT salaries are picking up steam, according to Computer Economics' *2007 IT Salary Report* (at www.computereconomics.com).

Between 2002 and 2004, most IT specialists saw only minimal wage increases, if any. That changed in 2005, when IT salaries began to accelerate. That year, the average IT salary boost was around 2.5 percent.

Since then momentum has increased. In 2006 the average IT salary hike topped 3 percent for the first time since 2001. And Computer Economics' 2007 survey data indicates that the average IT salary increase has reached 3.8 percent while several types of IT jobs are seeing better than a 4–percent annual rise. Some of the best-paying IT specialties noted in the report are:

Fastest growing IT salaries

Job Position	2007 rank	2007 increase	2006 increase
IT Auditor	1	5.6%	5.4%
Manager, Telecommunications	2	4.8%	3.2%
Manager, IT Security	3	4.7%	3.8 %
IT Security Analyst III	4	4.6%	4.8%
Manager, IT Finance	5	4.4%	3.6%
Database Analyst III	6	4.2%	3.9%
Application Programmer III	8	4.1%	4.0%
Director, IT Security	8	4.1%	3.3%
Manager, Technical Support	10	3.9%	3.1%
Technical Support Analyst III	10	3.9%	3.9%

Source: Computer Economics, 2007
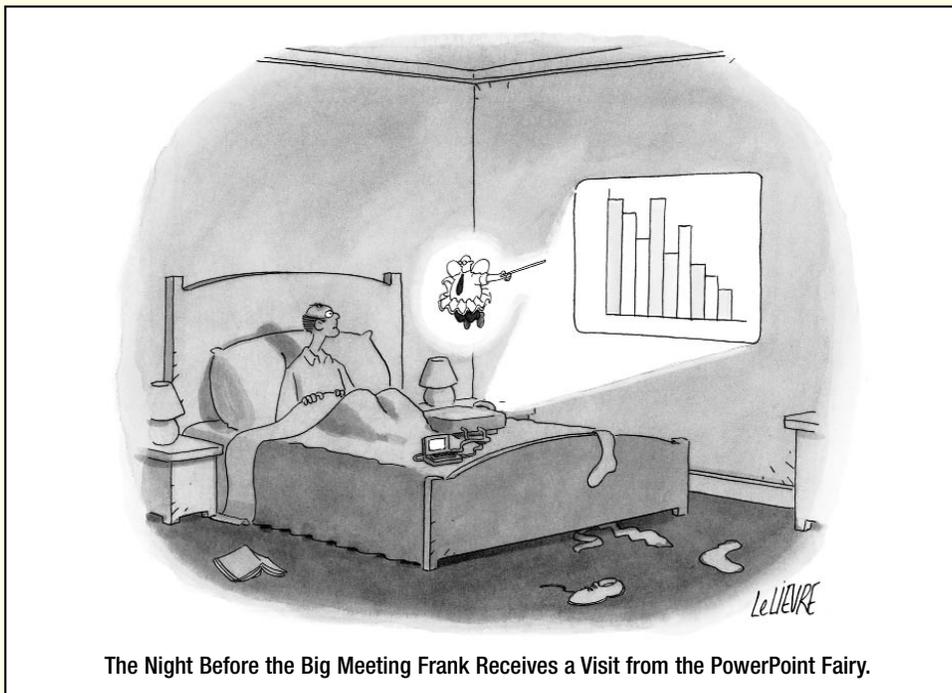
The Night Before the Big Meeting Frank Receives a Visit from the PowerPoint Fairy.

ON THE CALENDAR

Upcoming Quest Events

PCI Live Webinar, Thursday, August 23, 10 AM.
In this 30-minute webinar, all your questions and concerns about PCI Scanning will be addressed by Quest CTO Mike Dillon, who will discuss the driving force behind the adoption of PCI and what this means to retailers and other businesses. Discover the fraud prevention actions you can take to alleviate the liability. Call for more information.

Master Your Disaster (BCP/DR) Webinar, Live and On-Demand, TBD.
In this 30-minute webinar, you will learn how to effectively implement inexpensive yet fully effective business continuity/disaster recovery plans (BCP/DR). Call for more information.

Security Breach "Intrusion Confusion" Briefing, Salem, OR, 10/ 3; Portland, OR, 10/4.
Learn how to Avoid Security Breaches and the Accompanying Headlines. Many of the most notorious security breaches in recent memory were easily avoidable. Attending this seminar will equip you with many simply implemented steps you can take right now to protect your company. Learn how you can readily monitor your systems 24x7x365, avoid embarrassment and loss of customers, how to identify your most likely threats, how to associate risk and costs to determine protection levels.

Master Your Disaster (BCP/DR) Briefing, Reno, NV, 10/9; Fresno, CA, 11/8; Bay Area, 12/6.
When the worst happens, how long will you be able to wait for your systems to be back online? One day? Eight hours? Less? How much productivity can you afford to lose? Discover options for solving Disaster Recovery pains including how to increase your RTO (Recovery Time Objective) and RPO (Recovery Point Objective) time, solutions that work within your existing environment, strategies Quest has used in helping other customers, and how to implement a responsive and reliable system.