Quest STRATEGIC ADVISOR

Quest | CASE STUDY

12 years and counting: the Quest/SureWest partnership

After more than 90 years in northern California, SureWest Communications hasn't been resting on its laurels.

SureWest, a recognized technology leader, has been delivering Telephone, Directory Advertising, Long Distance, Internet, Wireless, Digital TV and Commercial High-Speed Data Services with the highest standards of customer care to tens of thousands of Sacramento-area residences and businesses.
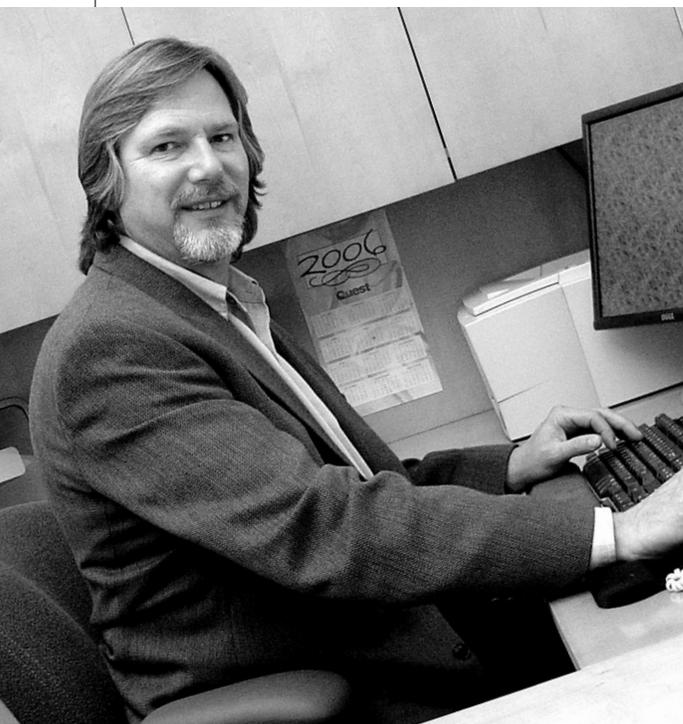
For the last twelve years, Quest has been helping SureWest meet this challenge.

"I've not been with any other vendor for more than a couple of years," says Ken Burrows, SureWest's director, ITS Customer Service. "Quest consistently works to re-earn our business, which is why Quest remains one of our premier vendors after twelve years."

What's more, the services Quest has provided SureWest have evolved with SureWest's own dramatic growth.

In the beginning . . .
Twelve years ago, Ken began working with Quest Senior Account Manager Sam Samms, having turned to Quest for personal computers and peripherals.

THE BOTTOM LINE

SureWest's Ken Burrows has been working with Quest for 12 years — a relationship that has grown into a true partnership that has saved his company hundreds of thousands of dollars over the years.

The relationship grew and Quest began helping SureWest acquire its servers and network gear. "Quest assisted with design and selection issues," Ken notes.

Since then, Surewest has brought in Quest to assist in network configuration and desktop services, as well as provide service support including needs assessment, consolidation and co-termination of contracts and a variety of security services.

Support and more
These days, Sam Samms is still Ken Burrows' go-to guy at Quest. SureWest now buys all of its network gear through Quest and has moved its support and maintenance contract management to Quest as well.

"Before our purchasing was centralized, we had way too many support and maintenance contracts," Ken notes. "So I asked Kerri Marshall, Customer Service Manager at Quest for help, especially with our Sun contracts. Quest consolidated 20 to 25 contracts into just a handful and saved us $90,000 to $100,000 a year."

IN THIS ISSUE

When it comes to help with technology, it's all about who you can really trust.

12 YEARS AND COUNTING *(Continued from p.1)*

After Quest did the same with Ken's Cisco SMARTnet contracts, SureWest racked up another $60,000 in annual savings.

Even so, Ken points out, "It's never been about price alone with Quest. Their customer service is the best. Quest was awarded our support and maintenance contracts because they offered us the best combination of price and service."

Secure in the knowledge

Now Ken is considering turning over SureWest's security monitoring and certification to Quest. "We have the expertise to continue with our security monitoring, but Quest has people who do nothing but this. No interruptions or juggling of priorities just 100-percent-dedicated to monitoring our site."

Quest has already provided SureWest with disaster recovery, backup and recovery, security audits, and breach prevention services.

"Quest performed a Security Audit of our networks, providing us a report showing what we were doing right and what could be improved," Ken recalls. "They worked with us to develop an action plan, ensuring each vulnerability was addressed, strengthening our external and internal defenses."

After an unsatisfactory experience with another firm, Ken once more turned to Quest — this time for credit card security certification. "Quest's work was three times better for about half of the price," he says. And Quest's compliance services are MasterCard Site Data Protection certified.

Who are you going to call?

For Ken it's all added up to trust over

FROM TIM BURKE...

Making the safe security bet

Lately, I've found myself in conversations with CEOs who *think* their business data and networks are secure — but then I ask a few questions:

* If an employee who works on your customer files steals or destroys that data, would your business suffer? *If you say yes,* then you need help with containment and backup of internal data.

* Does anyone know what's actually in those logs generated by your servers, intrusion detection/prevention systems, firewalls, etc? *If you say no,* then you're running blind to security threats.

* If you were being hacked right this minute, how would you know? *If you say you wouldn't,* then by the time you find out, you're in emergency mode.

* If you lose the capabilities of your facility, will your business operations slow or stop? *If you say yes,* then you need a business continuity plan.

Ignoring security until it costs you business is not the answer. Getting help from reliable security experts who know what you need — not too little, not too much — is a much safer bet.

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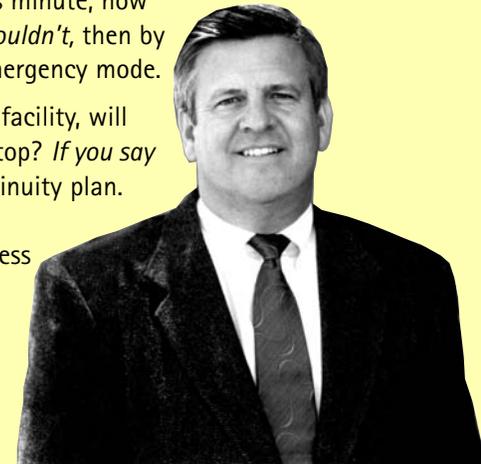
the years. "Quest has been able to keep up with us and respond as we grow. Tim Burke [Quest's President and CEO] is very customer-oriented, and that's reflected throughout the Quest organization."

Ken also appreciates Quest's responsiveness, especially in an emergency. "Every time we have needed them, Quest has been there," he says. "They get quotes back to us very quickly as well as expediting the shipment of rush orders."

And he likes the way Quest keeps him informed day-to-day. "Quest people will make suggestions, but not push," Ken observes. "They provide enough information to keep us in the know, whether it's new technologies or

improvements to existing ones. They understand our business, so, when they present something, it's applicable to our specific situation."

SureWest's partnership with Quest — and that's truly what it is, a partnership — "has definitely made my job easier," says Ken, who's been with SureWest for 15 years. "When Quest makes a commitment, you can trust they will do what they say. Their expertise and responsiveness has helped to build a relationship that has lasted over twelve years and has been good for both of our companies."

Ken pays Quest the ultimate compliment: "I trust them enough to champion them — we'll go out of our way to bring in Quest."

Quest's Managed Security Services:

The protection you need when you need it

Mid-sized businesses are facing some serious security concerns this year, according to market research house Gartner. Quest's Managed Security Services are tailored to reach across your enterprise and fit your specific needs. You'll never struggle with a pre-set service structure, and you'll benefit from seamless integration with your existing systems, policies, and procedures — whether you elect standalone assessments, ongoing remote or on-site monitoring, or system-specific knowledge transfers.

Quest's Incident Protection Services include:

* Managed Network & Host Intrusion Detection Service
* Enterprise Reporting
* Event Correlation
* Security Posture Assessment Service
* Enterprise Managed Firewall Service
* The Quest Security Response Team

These services can be enhanced with:

Computer Security Incident Response provides full-scale intrusion prevention system (IPS) development through per-incident response and recovery services in cases of security breach.

Client VPN Design Service establishes secured network resources across your organization.

Managed Site-to-Site VPN Service creates efficient trust relationships between online business operations communicating across multiple networks.

Managed Email and OS Antivirus Service protects your infrastructure using a remotely-managed antivirus gateway.

Managed Web Filtering Service monitors and records access to Internet resources and website addresses based on your parameters.

SPAM Filtering Service provides monitoring and multi-layer filtering of email traffic to protect against virus attacks, wasted bandwidth, and loss of proprietary information.

Patch Management Service proactively and automatically detects, identifies, applies, and tests appropriate patches across the enterprise.

Vulnerability Scanning provides on-demand network discovery, vulnerability assessment reporting, remediation tracking, and enforcement of security policies, thus decreasing security threat levels and increasing compliance at minimal cost.

HTTP Malicious Code Filtering protects against malicious code hidden in web pages from entering the network.

Wireless Intrusion Prevention provides 24x7 coverage of all bands/channels in use worldwide to detect and automatically stop network threats.

Replication and disaster recovery services sustain productivity during natural or local outages.

VMware maximizes return-on-investment and limits future HW costs.

DID-YOU-KNOW?

You're probably more vulnerable than you think

Last year large and small enterprises alike were victimized by hackers, and things are not getting better as 2006 progresses. The threats come from several quarters:

Insiders. Plenty of data breaches are due to insiders — sometimes acting intentionally, sometimes just making mistakes.

Business worms. Beginning with last summer's Zotob worm, businesses are now coming under attack from worms created by criminals seeking to gain from personal data that can be sold to identity thieves and trade secrets that can be sold to unscrupulous competitors.

Insufficient authentication and access control. Many businesses still rely on user IDs and passwords to authorize access to their computer networks and systems, but these are so vulnerable to breaches that stronger systems with improved ease-of-use features are required.

Unsecured wireless connections. Stealing information from unsecured wireless transmissions — say from hotspots at the airport or Starbucks — is very easy to do.

Because small and mid-sized enterprises are more and more vulnerable to these kinds of security problems, they're increasingly using managed security services that can conduct and document monitoring, reporting, and remediation. This year, according to market researcher, International Data Corp., U.S. firms will spend $8.8 billion on security services.

Coming in the next issue of *Quest Strategic Advisor:*

Case study of First Northern Bank of Dixon

What's New...

➜ **Check out a new online column at Security Focus** called *WiFi for dummies* (at http://www.securityfocus.com/columnists/385) by Scott Granneman. Scott's advice about using hotspots for the WiFi-uninitiated includes:

* Free wireless hotspots are not secured with either of the two major WiFi encryption technologies (WEP, WPA).

* Don't use Microsoft's Internet Explorer at a hotspot. Better bets include Firefox or Opera, Safari for Mac users.

* At hotspots, avoid websites in which you view or enter sensitive data and log into a site only if the site is secure, indicated by a URL that begins with https.

* If you've got a company-provided virtual private network (VPN), *use it,* since it encrypts everything you send and receive.

* When you email via your web browser, password-based log-on is encrypted, though generally email content is not — but Scott has some ideas about how to overcome that and secure your email transmissions.

* Popular instant messaging programs — AOL Instant Messenger (AIM), MSN Messenger, Yahoo! Messenger — are *not* secure, so check Scott's column for solutions.
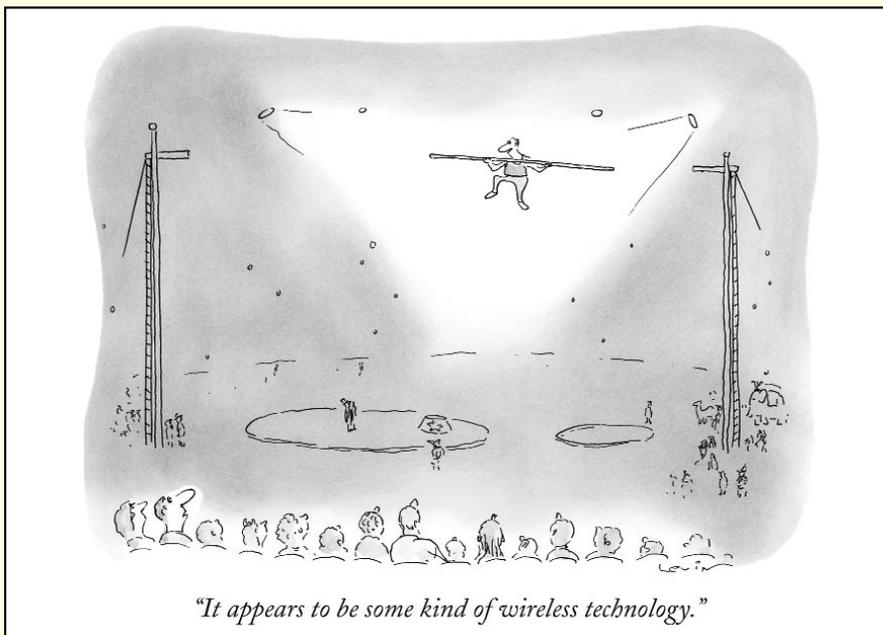
"It appears to be some kind of wireless technology."

ON THE CALENDAR

Upcoming Quest Events

All events are by invitation only. For current information, including date and location, call 1-800-326-4220, visit www.questsys.com, or email events@questsys.com.

Quest | EVault Breakfast Briefing, Sacramento, 3/30/06

Get updated on the current state of corporate data protection, the drivers that are mandating adoption of automated backup and recovery, and learn immediate next steps to implement an online data backup solution.

Quest | VMware Executive Technology Briefing, Manteca, 4/20/06

VMware virtual infrastructure software is used by enterprises large and small to increase the efficiency and cost-effectiveness of their IT operations. Find out how VMware software can help to consolidate servers, optimize software development, and provide affordable business continuity.

Quest | Cisco NOW Van Tour, Sacramento, 5/8/06

Hosted by Quest, Cisco Systems experts will present compelling information regarding Cisco's strategy, vision, and solutions for Wireless and Security.

Dates are subject to change

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