

Technical On-Call Support Services

Easy access to the support you need, when you need it.

Experience the agile and responsive technical support you need, when you need it. Your organization can carry on with business as usual, and we'll be here when you need an extra lifeline.



With Quest's Technical On-Call Support Services, your organization is on-boarded just the same as our dedicated Managed Services Clients, so that we understand your environment before help is needed, providing ease of escalation and saving you valuable time, money, and resources.

We can assist with a range of questions and problems including, but not limited to:

- Files are locked by a ransomware virus
- No access to internet resources outside of the local network
- Users can't get a wireless connection in the office
- One office cannot connect to the internet
- No access to email or IP phone service
- Need for Windows update to select laptops
- Help with unintelligible server error log message
- Help configuring a firewall around new circuit

During your on-boarding process, our team works closely with you to become familiar with your people, network, policies, and procedures. If troubles arise, we'll be able to integrate with your team to tackle the issue and provide support.

Quest's Technical On-Call Support Services Key Benefits:

- Thorough on-boarding to gain a holistic understanding of your environment;
- Freed time for your internal resources to focus on core business and development projects;
- 24 x 7 x 365 service access to our Network Operations Center (NOC);
- Certified technicians ready to tackle any issue;
- Minimized drain on your resources, staff, and/or infrastructure;
- Instant access to our expert toolbox; and
- Ease of escalation.

Once you notify us, our NOC technical team merges with your organization. We will open a ticket, assign a technician, work with you to remediate the issue, track the progress of your ticket, and ensure necessary resources are leveraged to resolve the problem.

Utilize Quest as your second set of eyes on updates and reconfigurations, your enhanced support when your team's bandwidth is low, and your lifeline when things aren't running smoothly. When you need us, we'll join forces with your team to help address problems and stabilize your environment.

How can we help?®

Invest in the Capability, not the Product®

800.326.4220 | www.questsys.com

**REQUEST MORE
INFORMATION**

[Email TOCS@questsys.com](mailto:TOCS@questsys.com)