

Umbrella Support Plan

Comprehensive coverage for your existing IT infrastructure.

Your business demands IT systems that work, but finding the fundamental support you need is not always so simple. Quest's Umbrella Support Plan is designed to help you reduce IT-related pains and get the most ROI out of your current environment.



SUPPORT OVERVIEW

- Support for existing IT infrastructure
- 24 x 7 x 365 user help desk
- Patching of existing devices
- Monitoring and alerting, if applicable
- Server, network, and wireless support
- Assessment and recommendations designed to help improve your computing environment
- Executive level roadmap

INFRASTRUCTURE

- Server diagnostic and performance tracking
- Firewall, switch, and wireless AP troubleshooting
- Monitoring of supported devices
- Security alert monitoring
- Best-effort support to patch servers and OS under a valid maintenance agreement
- Open tickets with telecom for circuit outages
- Hardware support provided as defined by the terms of the current OEM maintenance agreement
- Per client request, perform moves, adds and changes, user mappings, and server reboots

USERS

- Remote hands support to resolve issues
- Best-effort support for Windows-based desktops and applications
- Basic "how to" questions
- Server-based password resets
- Workstation and server troubleshooting and triage
- Network/internet connectivity issues
- User administration of MS Exchange or hosted email applications
- User adds, moves, and changes in Active Directory

How can we help?®

Invest in the Capability, not the Product®

800-326-4220 | www.questsys.com

**REQUEST MORE
INFORMATION**

Email umbrella@questsys.com