



Quest TOCS Keeps Wholesale Outlet's VoIP Install on Track

Installing a new voice-over-IP (VoIP) phone system might not seem like a complicated project, but don't tell that to Becca Schmidt, Administrative Director at Sacramento, CA-based Wholesale Outlet, Inc.

"If you don't have technical knowledge, you're at a real disadvantage, especially when dealing with your carrier," she reports.

Founded in 1986, Wholesale Outlet serves the HVAC contractor community of Northern California with an exhaustive product line. And like most businesses, its phone system is its lifeblood.

Quest TOCS: cost-effective access to tech expertise

When the decision was made to ditch the old, hard-to-use system for a friendlier VoIP capability, Wholesale Outlet also signed on to Quest's Technical On-Call Support (TOCS) services.

"We'd used Quest's professional services for a number of years, calling ad hoc when we needed assistance," Becca explains. "For our VoIP project, we wanted Quest involved in every stage, and their TOCS services provide a cost-effective way for us to get help whenever we need it from engineers who are knowledgeable about our situation."

According to Becca, Wholesale Outlet's VoIP project proceeded smoothly in the beginning, with Quest helping plan and implement the switch to a new call management system with new phones, routers, and servers.

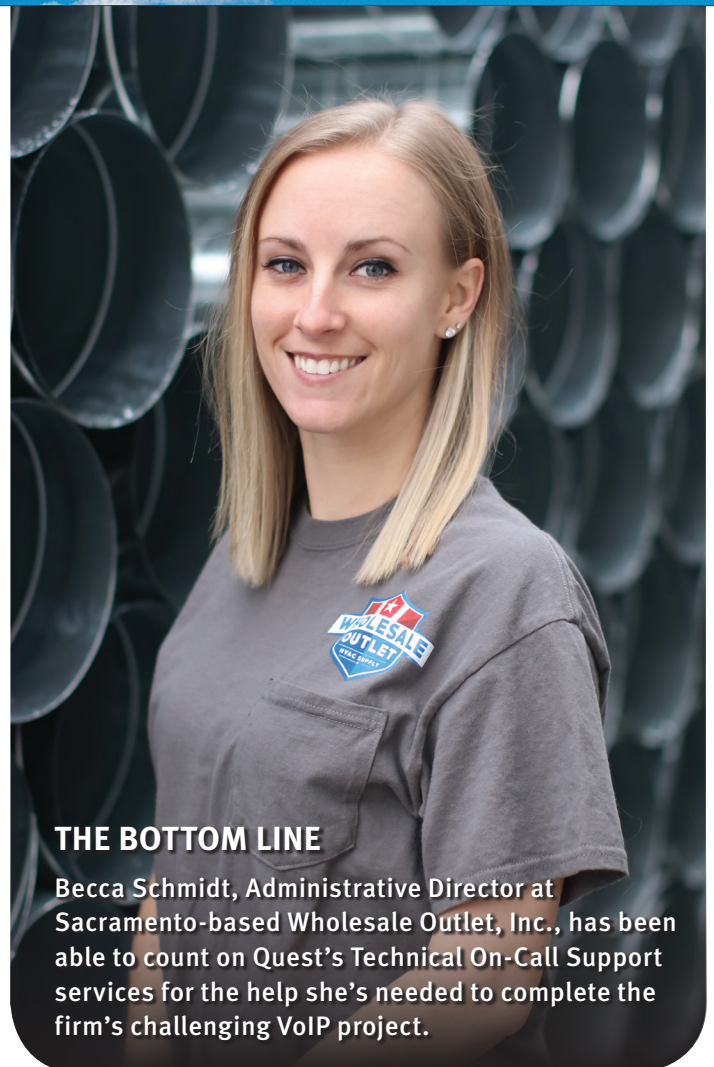
But things began to unravel when it came time to deal with the company's new carrier.

When switching carriers goes sideways

"Switching carriers became the big challenge," Becca recalls. "We didn't expect it to be a problem, but the vendor we selected was outside the country and operated via a third party. It was a frustrating experience from the start, with the carrier stating everything was switched and me telling them the phones were not working."

"I don't speak the complex language of telephony," she says, "so if not for Quest I would have been at a real disadvantage."

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THE BOTTOM LINE

Becca Schmidt, Administrative Director at Sacramento-based Wholesale Outlet, Inc., has been able to count on Quest's Technical On-Call Support services for the help she's needed to complete the firm's challenging VoIP project.

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FROM TIM BURKE...

Don't Ignore Infrastructure Care and Feeding

In many ways, the opportunity potential of today's new technologies is profound. Vendors eager to convince you that what they're selling will transform your business are touting web applications that keep your company in front of customers round the clock, multi-cloud platforms, IoT devices, etcetera.

As important as some of these new technologies may be for your operations, don't let yourself get so distracted that you end up neglecting your current technology infrastructure.

Monitoring, updating, patching, and keeping your core infrastructure technologies as current as possible might seem mundane — but the success of your enterprise depends on them.

That's because your technology infrastructure is a dynamic organism — not an appliance you can plug in and ever after ignore.

Like a living, breathing being, your technology infrastructure needs tending. You need to keep an eye on it to ensure it gets the care and feeding it requires to continue performing optimally. This means ongoing monitoring and management. It means always keeping your operating systems and software and hardware patching up-to-date.

These sorts of fundamentals are what your business operations are built on, what will keep your organization more secure and able to run more efficiently and productively.

Your technology advisor can help you devise a plan to keep your technology infrastructure healthy — and your bottom line will thank you when you do.



CHECK OUT MORE OF TIM'S THOUGHTS AT www.questsys.com/CEOBlog/

Quest TOCS keeps VoIP install on track (continued from page 1)

Indeed, notes Becca, communication with the carrier turned out to be such an issue that Quest's engineers offered to act as intermediaries.

"It got ridiculous," she says. "The carrier would close out service tickets I'd just opened without the problem being resolved and attempted several times to suggest the problem was on our end. Trying to contact them myself was painful."

Quest Technical On-Call Support to the rescue

But when Becca reached out to Quest's TOCS people, things changed. "Quest kept escalating until the carrier addressed our issues," she says. "The TOCS engineers proved that the problem was not with our systems. What a difference it made to have an advocate who understood what the carrier was telling us — and, as importantly, when the carrier was reporting something that just wasn't accurate."

“Quest’s TOCS services are invaluable... they have your back.”

Most of the issues with the carrier have been resolved, Becca is happy to report. "In fact, without Quest TOCS, I'm not sure how we would have completed the project."

Now, when anything does arise, she gives Quest TOCS a heads-up. "If I have to talk to the carrier, TOCS will prep me, taking the time to give me specific items to raise with them."

A VoIP success thanks to Quest

Aside from the troublesome carrier issues, the rest of the project has gone according to plan, and Becca is very pleased with the new VoIP phone system.

"The VoIP system itself is fantastic and so easy to use," she says. "Quest set it up so that everything is truly integrated. And they walked me through initially, highlighting features we've never had before."

Working with Quest over the years has always been a positive experience, Becca notes. She credits the responsiveness, knowledge, and proactive attitude of everyone at Quest, from the technical support and engineering staff to her account manager, Brett Samms. And Becca advises anyone contemplating a technology initiative to take advantage of Technical On-Call Support services.

"Quest's TOCS services are invaluable," she reports. "It's a comforting feeling to know they have your back."

Quest's Technical On-Call Support Services: Moving Beyond Break/Fix — Affordably

What can you do when nothing's broken but your IT staff is looking for assistance with an ad hoc issue that requires more technical expertise than you have in-house?

Perhaps it's help deploying a VoIP system (see page 1). Maybe your people are struggling with network access or wireless connectivity or firewall configurations. Or files have been locked by a ransomware virus. Or there are problems upgrading or patching software or firmware across several different technology spaces.

Vendor warranties don't cover such needs, and calling in a professional services team is time-consuming and expensive, since you'll pay by the hour as the experts scope your environment.

TOCS costs nothing until you use it

Quest's Technical On-Call Support (TOCS) services provide an

affordable, easy-to-use alternative to more costly and unwieldy options.

You start by on-boarding your organization with Quest (in the same way we on-board clients of our managed IT and cloud services).

The exact support team you need — ready when you need it

During a kick-off meeting, we create a profile of your business and your IT environment, and you tell us who in your organization is authorized to call us for Technical On-Call Support.

Our team works closely with you during this *no-cost* process to become familiar with your people, network, policies, and procedures. So if issues occur, we're immediately able to integrate our team with yours to provide the expert support you need.

The TOCS service agreement you sign delineates pricing up front — but

you don't get charged anything for Technical On-Call Support until you actually use it and then only to the extent you use it.

Technical experts 24 x 7 x 365

Whenever you contact TOCS, our Network Operations Center technical team seamlessly merges with your organization because we already know your organization.

This begins as soon as we open a ticket and assign an expert technician appropriate to your issue(s). It continues as we work with you — either remotely or on site — toward remediation, tracking the progress of your ticket and ensuring all necessary resources are leveraged to resolve your problems.

With Quest's Technical On-Call Support services, you'll have the right expert support 24 x 7 x 365 — and you'll pay for it only when you need it.

DID YOU KNOW?

Tech Infrastructure: In Need of Updating, Getting Cloudier

The need to refresh outdated IT infrastructure is the chief reason IT budgets will see a boost this year¹ as CIOs seek to improve business processes, deliver consistent and stable IT performance to the business, and increase operational efficiencies.²

That spending will be steered more toward enterprise application software, mobile devices, infrastructure software, and business IT services and less toward on-premises data center systems.³

Public clouds — regarded as the default platform for innovation³ — will also attract some of those IT dollars, which promises to spawn more infrastructure complexity as cloud and on-premises resources interact.

But much of the spending on technology resources will come from line-of-business (LOB) budgets rather than IT budgets. This LOB shadow IT spending, which amounted in 2018 to roughly the same as IT department spending, is expected to grow faster through 2021 — at a pace of 6.9% versus 3.3% (CAGR).⁴

¹ <https://www.spiceworks.com/marketing/state-of-it/report/future-tech/>

² <https://www.zdnet.com/article/tech-budgets-2019-surveys-and-projections/>

³ <https://www.infoworld.com/article/3236331/cloud-computing/you-want-innovation-youll-have-to-go-to-the-cloud.html>

⁴ <https://www.idc.com/getdoc.jsp?containerId=prUS43722418>

What's New...

A Look at Quest's Tech Support Options

In addition to the expert technical support built into Quest's many managed IT and cloud services offerings, three additional services provide support options that will help you keep your business humming:

Quest Help Desk Service

Quest's Help Desk Service provides live, U.S.-based, 24 x 7 end-user technical support on software and hardware products from certified frontline-support technicians. Help Desk can be customized to meet your organization's particular needs.

Technical On-Call Support Services

Once you're on-boarded and Quest creates a profile of your infrastructure environment, you'll pay for Technical On-Call Support only when you need it.

"When you call up," says Quest President and CEO Tim Burke, "we already know who you are and what's running in your environment, so we can respond very quickly with exactly the expertise you need. And since you've got a TOCS service level agreement with established billing rates for the types of support services you may need, there are never any surprises."

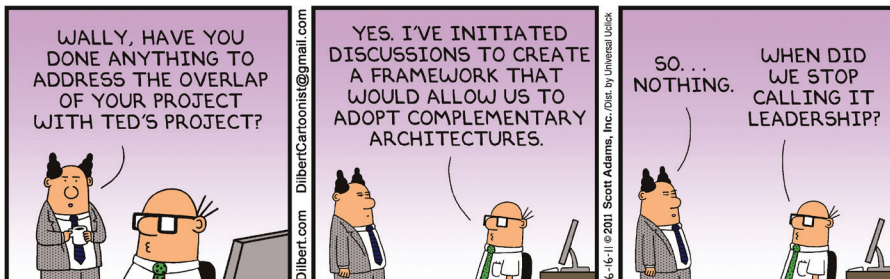
Umbrella Support Plan

When you need help maintaining your IT infrastructure and supporting end users while you're also seeking to improve infrastructure performance, turn to Quest's Umbrella Support Plan (USP).

USP has two components: first, six months of customizable IT infrastructure support for your current operational environment — including Help Desk and TOCS functions — and, second, an assessment of your environment followed by prioritized recommendations for infrastructure improvement.

"With USP infrastructure support," Tim says, "we're monitoring and managing the performance of your servers, desktops, switches, firewalls, and security as well as providing Help Desk services for your end users."

At the conclusion of your initial USP term, you can terminate, continue as before, or adjust your plan to adopt any of Quest's recommendations and/or to add functions (such as disaster recovery) to your Umbrella Support Plan.



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QUEST PLAYBOOK

What we offer:

<https://www.questsys.com/ePlaybook>

QUEST ASSESSMENT SERVICES

Test drive our services, evaluate our expertise.

For a complete listing, go to: <https://www.questsys.com/assessment-services.aspx>

Disaster Recovery Workshop

<https://www.questsys.com/disaster-recovery-services/disaster-recovery-workshop-video.aspx>

Security Workshop

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Cloud Workshop

<https://www.questsys.com/cloud-assessment/>

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