

24 x 7 Monitoring, Alerting, Management

Quest Managed Infrastructure Services provides peace of mind knowing your systems are watched and supported 24 x 7, allowing you to focus on your core business.



Server/Virtual Server Monitoring and Support

24 x 7 Server/Virtual Server Monitoring and Support	Monitor and Alert	Monitor and Manage
Perform monitoring of server hardware and OS	X	X
Automated patch monitoring and management - OS		X
Minor configuration changes		X
Remote HW/OS troubleshooting/remediation (up to 2 hours per event)		X

ESX/vCenter Monitoring and Support

24 x 7 Server/Virtual Server Monitoring and Support	Monitor and Alert	Monitor and Manage
24 x 7 alert/performance monitoring of VMware - vCenter/ESX (per physical host)	X	X
Automated patch monitoring and management - Hypervisor		X
Minor platform point release installation		X
Configuration changes		X
Remote HW/vCenter troubleshooting/remediation (up to 2 hours per event)		X

Switch/WAN Monitoring and Patching

24 x 7 Switch/WAN Monitoring and Patching	Monitor and Alert	Monitor and Manage
Perform monitoring of hardware and software environment	X	X
Configuration backup		X
Minor platform point release/patch installation		X
Configuration changes		X
Remote HW/SW troubleshooting remediation (up to 2 hours per event)		X

Firewall/IPS Monitoring and Patching

24 x 7 Firewall/IPS Monitoring and Patching	Monitor and Alert	Monitor and Manage
Perform monitoring of hardware and software environment	X	X
Perform IPS event and UTM event monitoring	X	X
Signature updates to IPS	X	X
Configuration backup		X
Minor platform point release/patch installation		X
Configuration changes		X
Remote HW/SW troubleshooting, remediation (up to 2 hours per event) (security breach remediation not included)		X

UPS Monitoring and Patching

24 x 7 UPS Monitoring and Patching	Monitor and Alert	Monitor and Manage
Perform monitoring of UPS hardware and OS	X	X
Automated patch monitoring and management - OS		X
Remote HW/OS troubleshooting/remediation (up to 2 hours per event)		X

Monitoring and Alerting continued >>

Interested in learning more?

Contact your Quest representative
800-326-4220 | www.questsys.com

Terms and Conditions

- Pricing subject to change based upon current rates and selected service at time of engagement. Please contact your Quest Account Manager for additional information.
- A signed Agreement is required for scheduling or implementation of services.
- Engagement of engineering services outside of selected service package may be provided as a time and material engagement per request.
- Service onboarding/installation includes monitoring of appliance, discovery of client provided asset information, and two (2) event-tuning calls.
- Pre-service configuration review, including enabling monitoring capabilities, can be provided for additional fees. Onboarding service subject to change. Please refer to Agreement for additional information.
- Remote configuration changes, up to two (2) hours per request, are included. Additional support will be provided on a time and material basis.
- Remote hardware or software troubleshooting and remediation, up to two (2) hours per event, are included. Additional support will be provided on a time and material basis.
- Rates do not include taxes that will be invoiced separately where required by law.
- Terms of this agreement are subject to and governed by the Agreement executed between parties.

Interested in learning more?

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