



### SERVICE BRIEF

# IT Overview

Quest Digital provides customized Proactive IT monitoring and support that delivers Enterprise IT standards to small and medium organizations.

#### Quest Digital Proactive Maintenance Plan

*Reduce downtime, increase profitability, and make your technology work for you.*

Quest Digital is dedicated to keeping your technology investment up and running smoothly so you can focus on your business. You can relax knowing our partnership with your organization means we take your IT personally, and strive to keep your staff productive with the tools they need to drive your business forward.

Change the way you think about IT with Quest Digital. Think of us as your Outsourced IT Department. We strategically optimize and protect your infrastructure while performing day-to-day maintenance that keeps your users from experiencing downtime.

#### "It's like having your own In-House IT Department."

#### 24x7x365 Proactive Monitoring and Maintenance

*Detect and stop IT issues before they affect your bottom line.*

Quest Digital's IT Services are built to cover all of your IT support needs, from your employee workstations to your servers, and even other devices on your network that are necessary for your organization's efficiency. By performing regular maintenance and monitoring your systems 24x7x365, we can drastically reduce the amount of downtime your staff experiences.

Our team is always looking out for your business and your goals, and can help you meet your IT needs as you expand. Our proactive maintenance can keep your IT investments running smoothly and our experienced support staff can assist your users with any technology-related issues.

#### The Benefits of Flat-Rate IT

*Finally budget your IT expenses*

Imagine being able to finally budget your technology. Imagine how much faster issues will get resolved if your entire staff can call for support without increasing your monthly IT expenses. With Quest Digital, you and your staff can rest assured that you can focus entirely on other business issues that need your attention, not your IT. In the long run, you save money with fewer issues, less downtime, and a no-surprises flat-rate that's designed to work for small businesses.

#### Supplement Your Current Internal IT

*Benefit from Quest Digital's Flexibility*

Already have an internal IT department or a technical guru on site that handles most of your day-to-day IT issues? Quest Digital isn't out to replace them, but we can certainly supplement and assist your current internal IT staff providing our 24x7x365 monitoring, maintenance, and support. Your current IT staff will be able to take advantage of us as we strive to prevent downtime. If your current IT department is overloaded, Quest Digital is the perfect solution for lightening their workload to ensure the rest of your company continues to function without a hitch.

#### Services

- NETWORK CARE
- SERVER CARE
- DESKTOP & USER CARE
- BACKUP & DISASTER RECOVERY
- CONTENT FILTERING

#### Features

- Slash the cost of IT
- Proactive 24x7 monitoring and protection
- Flat-Rate IT is easy to budget and we provide an updated 3-year IT budget every quarter
- Reduce and prevent downtime across your entire infrastructure
- 24x7x365 Support, set your own service levels
- Monthly/Quarterly meetings with your Solutions Integrator who knows your IT inside and out
- Monthly/Quarterly Visits, Budgets & Reports
- Iron-clad backup and disaster recovery
- Your infrastructure is thoroughly documented at all times and available online
- Enterprise level care

Technology made simple