



SERVICE BRIEF

Desktop & User Care

Proactive Maintenance and Security Updates for your Workstations,
Remote and On-Site IT Support for your Staff

All-You-Can-Eat Helpdesk Support

End-users are human.

Shouldn't their IT support be human too?



Your end-users' time is best spent working for your organization, not managing IT issues. We make it simple by offering fast and

reliable 24x7x365 support for your users, as well as Proactive Desktop Remote Management and Maintenance for your workstations.

The Quest Digital Desktop Platform

Remote monitoring, maintenance, reporting, and cost-effective support.

Quest Digital's Proactive Managed Desktop Care provides comprehensive preventative maintenance services remotely. This solution is comprised of: a desktop/laptop agent within the Quest Digital technology platform with all of the intelligence built-in to conduct day to day preventive maintenance services, a bundled managed Anti-Virus Package, and remote access. Empower your staff by giving them direct access to Quest Digital's unlimited phone and remote support. Our Flat-Rate resolves the issue of having to wait for approval to increase IT support costs. With Desktop & User Care, we generate detailed inventory reports and configurations related to all the preventive maintenance activities conducted through the Quest Digital

Network Operations Center (NOC). We track serial numbers, license expirations, warranties, vendor information, detailed service responses and much more. The platform comes with a built-in scripting engine and can also be used to deploy software applications remotely and automatically.

"No IT question is too small for the Quest Digital Help Desk"

With Quest Digital Desktop & User Care, your end-users can create service tickets without having to worry about costing your company extra money. End-users can even call the Quest Digital Helpdesk with questions about a standard desktop applications. The Quest Digital Helpdesk is staffed with experienced Level 2 Engineers with 2 to 6 years of desktop and server support experience. For no extra charge, we offer 24x7x365 phone support for after-hours and weekends.

Unlimited On-Site Support

Unlimited On-Site Support is exactly as it sounds like; when an issue cannot be resolved remotely, a technician will arrive on site with the tools and resources to resolve the issue at hand. This would be the case for hardware issues, issues involving a lack of connectivity to the network or Internet, and anything else that requires a physical set of hands on site. This ensures that we only go on-site when it is necessary, keeping our costs to you low.

Features

- 24x7x365 Phone and Remote Support for your staff
- 24x7 On-Site Support when needed (additional fees may apply)
- Workstation Maintenance and Security Updates
- Security Update Whitelisting
- Flat-Rate IT that is easy to budget

Benefits

- Issues are resolved faster when end-users can contact support without the fear of charging the company money.
- Experienced Help Desk can answer questions for common productivity suites, such as Microsoft Office
- Troubleshooting and Maintenance is done remotely to save you money
- Managed Antivirus and Malware Protection
- Windows Updates and Security Fixes are tested and whitelisted before being deployed
- Give your employees the freedom to get their problems resolved and their questions answered so they can get more done!
- Your end-users don't need to worry about racking up bills when they need support

Technology made simple