Quest® Software Premier Support

Maximize the value of Quest solutions with proactive support

Make simplifying IT, mitigating risk and improving productivity faster and easier with Quest® Premier Support. Our highest level of support and service, Premier Support is designed for organizations with complex environments that require a closer day-to-day relationship with our support team and a proactive approach to support. You can get up and running quickly with Quest solutions and get back to focusing on what's important to you and your organization.

HOW PREMIER SUPPORT WORKS

Customers who select Premier Support receive 24x7 support, faster response times, access to senior engineers and a designated Customer Success Manager (CSM). Your CSM becomes your trusted advisor and acts as your go-to advocate for support issues for your Quest solution.

THE CUSTOMER SUCCESS MANAGER DIFFERENCE

Some software vendors take the one-size-fits-most approach to support services. With Premier Support, your CSM focuses on your unique IT environment and business objectives to establish a long-lasting relationship and to foster long-term success with your Quest solutions.

We want to ensure you are getting the most out of your Quest solutions and support services. By building a relationship with your organization and understanding your IT environment, your CSM will make recommendations to you on product usage and adoption to ensure you are getting a full return on your investment.

PREMIER SUPPORT BENEFITS:

- Named Customer Success Manager

- Faster response time on your Support Service requests

- Annual Customer Success Plan

- Monthly review calls and status reports

- Proactive updates and knowledge sharing

- Support onboarding to enable on Support Portal, support and product information

- Annual product roadmap review session

> "Our CSM is very good at keeping us updated and makes us aware of our product set enhancements and roadmaps."
>
> *Project Manager*
> *Telecommunications Industry*

Your CSM begins the process with an onboarding session with a product specialist to provide you with a product and support overview. They will help your organization move forward with Quest solutions and conduct regularly scheduled review calls and provide status updates. This will help identify and avoid potential issues. They will also review support activity, including trend analysis, asset reports, and defect and product updates. In essence, they become an extension of your IT team.

They will engage with your team for enablement activities, such as training opportunities, review of Knowledge Base articles, introduction to our customer portal and other self-service sources, assist with adoption of best practices, and share on-demand tips and tricks webcasts.

Finally, your CSM also acts as your single point of contact and will engage with all necessary Quest resources on your behalf to help drive your business success.

When you submit a service request to Quest Support, your CSM will ensure it is being handled appropriately.

Your CSM will monitor escalations or critical situations and will help coordinate a resolution by engaging with the Quest Support, Product Management, and Research and Development teams.

ABOUT QUEST

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Office 365 management, and cyber security resilience, Quest helps customers solve their next IT challenge now. Quest Software. Where next meets now.

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