



Quest Support Offerings

What's the Right Level of Support for Your Business?

Quest Support gives you the resources you need right now—plus options to choose a level of support which accommodates the unique needs of your organization. We offer upgradable levels of support which provide exceptional value driven by our relentless commitment to customer satisfaction.

Standard Support

Standard Support provides a comprehensive range of services, Monday through Friday, during Quest Support business hours in your particular region. You can log requests for assistance through [SupportLink](#) our self-service web site, or by email or telephone.

Service level features under Quest Standard Support include the ability to:

- ✓ Download the latest product releases, service packs and product documentation across all Quest products.
- ✓ Open cases for operational or technical product issues as well as update and review the status of cases.
- ✓ Maintain a personal profile with information about your use of Quest products to make logging new support issues easy.
- ✓ Find thousands of solutions to common issues and access other helpful tips and advisory information on product usage in our extensive knowledgebase.
- ✓ Subscribe to receive automated product notifications and review latest product lifecycle information on Quest products.

Under Standard Support there are no limits to the number of incidents or customer contacts who can engage Quest Support services. The hours of operation for Standard Support are the Quest Support business hours in your region of purchase.

Business Critical Support

This 24x7 support offering from Quest is designed for customers requiring support services across multiple global regions or for business critical systems which may require support outside of regular support business hours. If your support requirements are global in nature on distributed product deployments, or your systems support requirements are simply around the clock – Business Critical Support from Quest is the right choice.

Service level features under Quest Business Critical Support include:

- ✓ All the features included with Standard Support listed above
- ✓ 24 hours a day, 7 days a week support for Severity 1 issues
- ✓ All severity level support across multiple time zones Monday through Friday during Quest Support business hours in all global regions





Premier Support

Our highest service level offering is designed for customers with complex environments requiring a closer service relationship and a more proactive approach to support service delivery. This offering is particularly suited to customers whose business depends on Quest products and solutions. One of the key features under Premier is the provision of a Quest Support Account Manager who will act as a trusted advisor within Quest operating as an extension of your own support team and focusing on your individual business requirements. This is a highly personalized and proactive support service from Quest.

Service level features under Quest Premier Support include:

- ✓ All the features included with either Standard or Business Critical which the Premier Support service overlays
- ✓ A dedicated Support Account Manager
- ✓ Access to our most experienced Support Engineers
- ✓ Faster Response Times
- ✓ Site visits and regular activity review calls

Support Account Manager (SAM)

Quest Premier Support provides a SAM as the customer's advocate within the Quest Support organization offering personalized management of issues raised by the customer to Quest Support. The SAM offers a high level of personalized support and operates as a dedicated point of contact for the customer's support needs while driving critical issues within the Quest organization as well as ensuring timely responses and rapid resolutions on regular case activity. The SAM also has an in-depth knowledge of their customer's environment and how the Quest products are being used. They will develop comprehensive support service engagement and review plans with key customer contacts and involve Quest personnel from other areas of our business as required – from sales, consulting, product management and development - to best satisfy all your needs.

Email for all regions: support@quest.com
SupportLink: <https://support.quest.com>



Quest Support Offerings at a Glance

Service Level Features	Standard	Business Critical	Premier
New releases	X	x	x
Maintenance updates	X	x	x
Service packs & patches	X	x	x
Product documentation	X	x	x
Case logging via web, phone & e-mail	X	x	x
24x7 access to SupportLink	X	x	x
Downloads & documentation	x	x	x
Product information	x	x	x
Notifications	x	x	x
Knowledgebase	x	x	x
Multi-media Knowledgebase	x	x	x
Case management	x	x	x
Support profile	x	x	x
24x7 access to support engineers		x	
Support Account manager (SAM)			x
Conference calls & case reviews			x
On-site visits			x
Status reports			x
Engagement plan & service reviews			x