

Quest Software Premier Plus Support for Platform Management

Quest®

Maximize the value of Quest migration, modernization and cyber resilience solutions with proactive assurance packages.

Make the most of your Quest migration, modernization and cyber resilience solutions for hybrid Active Directory and Microsoft 365. Our Premier Plus Support offerings ensure your organization is covered when you need it most.

Premier Plus Support offerings are an add-on annual subscription to the Premier Support service level. It offers the technical knowledge you need to maximize the ROI of your Quest migration, modernization and cyber resilience products. We understand the needs of organizations with complex environments. When your needs and staff challenges are frequent, our assurance packages can help keep your staff and products up to date, make certain your systems are properly configured and help protect your investment.

“Our CSM has been the best support manager I have ever worked with. She regularly follows up on any open cases I have. That level of follow-up is something I have not experienced with any other vendor.”

IT manager at a large U.S. healthcare company

Premier Plus Support Assurance Packages:

- Recovery Manager for Active Directory Disaster Recovery Edition
 - Recovery-as-a-Service
- GPOAdmin
- Change Auditor / On Demand Audit
- Security Guardian

How Premier Plus Support works

Customers who purchase Premier Plus Support enjoy all the benefits of Premier Support and can add one or all of our assurance packages to your subscription.

Premier Plus offerings

Our add on assurance offerings are meant for customers who need more focused attention from a technical resource to help make sure they are making the most of their IT investments.

Each Premier Plus offering covers the following areas:

- Standard on-boarding activities, including staff training

- Monthly technical check-ins
- Upgrades to current version of products
- New and/or updated feature updates
- Best practices recommendations
- Additional use cases or new integrations
- Customer questions and configuration updates

Staff augmentation packages

Need expertise to enhance your existing team?
Our staff augmentation packages can help. Blocks of hours are available and can be utilized across the portfolio.

For more details, ask your account manager to set up a discussion.

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 Microsoft 365 migration and management, and cybersecurity resilience, Quest helps customers solve their next IT challenge now. Quest Software. Where next meets now.