

## Quest Software Premier Support

Maximize the value of Quest Software solutions with proactive support

Make simplifying IT, mitigating risk and improving productivity faster and easier with Quest Software 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. By helping you spend less time supporting your software solutions, Premier Support gives you the advantage of spending more time on what's important to you and your business.

### HOW PREMIER SUPPORT WORKS

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

### THE TECHNICAL ACCOUNT MANAGER DIFFERENCE

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

Your TAM will start with an onboarding session with a Product Specialist to provide you with a product and support overview, as well as help you get started with your product to get the most value as quickly as possible. Your TAM will also conduct regularly scheduled review calls and provide status reports to help identify and prevent issues before they occur. They will review support activity, including trend analysis, asset reports, and defect and product updates. Basically, they become an extension of your IT staff.

### PREMIER SUPPORT FEATURES AND BENEFITS:

- 24x7 support across multiple time zones, including weekends and holidays
- Designated Technical Account Manager
- Faster response times, escalation and resolution
- Direct access to senior support engineers
- Proactive product updates and knowledge sharing
- Monthly review calls and status reports
- Single point of accountability to engage Quest resources on your behalf
- Onboarding assistance, enablement and product adoption
- Proactive prevention of issues and mitigation of risks



“Our TAM 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*

We want to make sure you are getting the most out of your Quest Software products and support. By building a relationship with your organization and understanding your IT environment, your TAM will make recommendations to your teams on product usage and adoption to ensure you are getting a full return on your investment. Your TAM will be a product evangelist by leveraging other Quest experts to enable you to get the most from your products. They will engage with you on different enablement activities, such as recommend training opportunities, review Knowledge Base articles, help you navigate the Quest Software Support Portal, and invite you to webcasts on product best practices and tips and tricks.

Finally, your TAM also acts as your single point of contact and proactively engages across Quest on your behalf to remove any barriers to your business success. The TAM leverages multiple Quest resources to ensure all your requirements are met. When you submit a service request to Quest Software Support, your TAM will ensure it is being handled accordingly and work

to expedite your request for faster resolution by engaging with the Support, Product Management, or Research and Development teams within Quest. Your TAM will take ownership of any escalations or critical situations and will coordinate any necessary activities to bring those issues to a full resolution.

Contact your account representative for more information.

#### **ABOUT QUEST**

Quest helps our customers reduce tedious administration tasks so they can focus on the innovation necessary for their businesses to grow. Quest® solutions are scalable, affordable and simple to use, and they deliver unmatched efficiency and productivity. Combined with Quest's invitation to the global community to be a part of its innovation, as well as our firm commitment to ensuring customer satisfaction, Quest will continue to accelerate the delivery of the most comprehensive solutions for Azure cloud management, SaaS, security, workforce mobility and data-driven insight.

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#### **Quest**

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If you are located outside North America, you can find local office information on our Web site.

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