Quest®

Premier Support

Maximize the value of Quest Software solutions with proactive support.

Unlock the full potential of your Quest solutions with Quest Software Premier Support, your path to simplifying IT management, migrations and cyber resilience. . Premier Support is our highest level of support and service and 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 being able to spend 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, 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 Software products.

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 within your organization to ensure long-term success with your Quest Software products.

Your CSM will start with an onboarding session to provide you with a program and support overview, as

well as help you get started with your product to get the most value as quickly as possible. Your CSM will 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.

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 CSM will

Benefits:

- 24x7 support across multiple time zones, including weekends and holidays

- A designated Customer Success Manager

- Faster response times, escalation and resolutionIncreases IT efficiency by simplifying routine AD management tasks to give you more time for critical tasks.

- 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

- Support escalations oversight

make recommendations to your teams on product usage and adoption to ensure you are getting a full return on your investment. Your CSM 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.

" **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

Finally, your CSM 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 CSM leverages multiple Quest resources to ensure all your requirements are met. When you submit a service request to Quest Software Support, your CSM 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 CSM will oversee escalations or critical situations and will help coordinate any necessary activities to bring those issues to a full resolution.

Ready to transform your IT support experience? Contact your account representative today for more information about Premier Support.

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.

Quest