



PARTNER

Channel Partner Opportunities

Enhance your revenue streams.

How Can We Help?

The tech world is growing increasingly complex by the day. Sometimes, you may need extra assistance to better reach your customers, achieve expectations, and make your business thrive. **Quest Technology Management** is here to help you and your clients navigate the difficult (and often treacherous) tech terrain, offering resources that go beyond the traditional term “MSP.”

Whether you are a trusted technology advisor, an agent, or someone else, Quest approaches every interaction with the mantra: **“How can we help?”** Using this universal approach, Quest’s dedicated team works 24/7 to make every interaction positive and every solution reachable.

Resources and Services



Managed Services



Professional Services



Physical Division



Application Development



Cybersecurity



Value-Added Resale



Learn more about Quest's
Channel Partner services.

There are many benefits to working with Quest. You gain **immediate access to a unique MSP** that has been servicing companies' individual IT needs for more than 40 years. As a partner, you are not required to be an expert in cybersecurity, managed services, or any other technology. Quest's team is dedicated to meeting objectives, not listing them for you. Unlike some competitors, we are not just looking to sell pre-defined Quest offerings; we want to directly engage clients and acquire a thorough understanding of each investment's potential outcomes to point you toward your desired results.

Our specialty is helping businesses to deploy, run, secure, and manage hardware, software, and services to drive their operations.

However, in addition to this, Quest offers multiple coverage tiers — or “pillars” — to help businesses better function and flourish.





Managed Services

Quest's managed services division operates around the clock, helping clients to better maintain their existing IT investments via its Infrastructure and Platform as a Service options. These custom-crafted services are useful in handling the problematic tasks related to backing up information, performing desktop virtualization, and handling complex data center outsourcing. In particular, Quest's roster of co-located service delivery centers — including its flagship HABC (High Availability Business Center) and BRC (Business Resumption Center) options — help make disaster recovery easier than ever to manage. Plus, there are technical on-call and help desk support services, as well as communication services such as VoIP and

UCaaS, backed by Quest's mastery of many of the intricacies regarding deploying and supporting voice services.

Cybersecurity is also a huge part of this tenet. Quest offers custom managed security services to help you stay on top of complex, always-evolving security needs. Whether you're talking about 24/7 monitoring and alerting options, disaster recovery via cloud-based backup, or more encompassing security support for your own infrastructure, Quest can be there. Quest also offers options for incident response and containment, analyzing specific breaches to help you and your customers come out unscathed.



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Professional Services

Technology tends to move at a mind-numbing pace, and staying on top of the latest and greatest developments — especially while trying to stay on the go — can be problematic. Now, throw in the fact that (a) most businesses aren't paid for professional services and (b) they face the constant pressure of having to keep assets safe against devastating cyberattacks.

This is where Quest can be an asset. All of Quest's capabilities are available through its partner program. This includes professional services that address many different concerns — complex IT services deployment, project management, and even staffing — and allow you to actually get paid for services.



Physical Division

Quest's physical division focuses on complex hardware installations such as cables, access control equipment, and video surveillance, in addition to assisting with physical security for building management. We are also experienced with AV and network wiring and cabling. We can help you set up your wiring and cabling properly, preventing the performance issues that can arise from poor planning and ensuring you can connect without trouble.



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Application Development

The application development team employs unique strategies for guiding you from concept to creation. The team has decades of experience with a variety of topics, from agile options to application lifecycle management. Additionally, we have the necessary software to support application creation and implementation.

While you're mulling this over, consider also that Quest offers custom security services (see Cybersecurity) for applications, their development environments, and APIs. Quest's certified cybersecurity team can work with your organization to investigate processes and improve support for digital safety. Coverage includes extensive options for endpoint, network, and cloud protection; managed detection and response; incident response; and endpoint device security. In addition, we offer patch management, security event and information management, data protection, Zero Trust network security, email security, and DDoS prevention. And we also provide custom monitoring, alerting, and cybersecurity awareness training that can cater to your specific needs.



Cybersecurity

Cybersecurity is a broad, expansive, and potentially troubling category. Fortunately, it's also one area in which Quest can help you excel. Our certified cybersecurity team can work with your organization to investigate processes, improving support for digital safety.

There are options for endpoint/network/cloud protection, managed detection/response, and endpoint devices. Now, pair that with Quest's coverage for patch management, security events, data protection, Zero Trust network and email security, and DDoS prevention. With these in tow, your organization can be on the cutting edge of the custom monitoring, alerting, and cybersecurity awareness training aspects that it most needs.

Finally, calling back to our AppDev capabilities, Quest offers the security that you need for applications, as well as the complex APIs that govern them. With these assets, Quest gives you everything you need to build in application security from the onset. This includes — but is not limited to — handling complex requirements such as authentication, auditing, and information security. And, with testing and debugging options, you can feel better about how your applications will fare.



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Value-Added Resale

Quest also maintains an active VAR division that lets us secure access to the right technology for your deployment.

Simply put: Quest is more than just an ordinary MSP. What sets us apart is our dedication to providing 24/7 coverage for managing, maintaining, and securing investments, leveraging tools, and providing expertise when you need it. And we care about more than simply turning a profit or telling a partner what they need in a tech investment. We actively listen, and we will be there to provide support when the answers are not so obvious.

Every individual partner and customer is seeking something different, because each business has unique assets, skills, processes, and expectations. To offer optimal support, Quest understands this uniqueness and treats each partner opportunity a little differently, offering individual, custom-fitted service-level agreements. Whether you commission us to provide enhanced support or an entire solution, Quest offers far more meaningful exchanges than the traditional MSP. After all, everything hinges on the approach.

For Quest Technology Management, that approach is to ask, "**How can we help?**"

This is why Quest introduced our channel program back in 2009: to focus on the types of partnerships that the market demands, based on staff experiences over the years and modeled after how we engage with clients. Quest Technology Management is never afraid to sit down with our channel partners to determine the areas in which they need help, as opposed to telling them what we think they need. We focus on a complete scope that includes learning about partners and their business models, strategies, and customer needs before determining how our own services can assist. So, whether you need security, application development, physical infrastructure, or something else entirely, chances are good that Quest Technology Management can help.

The technology landscape is in constant flux. Needs expand and become more complex. Technology stacks, creating opportunities to bundle assets and better support applications, operations, performance, and potential. For Quest partners, there are new chances every day to support tech adoption, integrate it, and blend offerings for more consistency and stronger opportunities to thrive.

If you want more information on Quest Technology Management and how we can help your organization succeed in new ways, be sure to visit www.questsys.com or call (800) 326-4220. And if it's an emergency, dial (800) 443-5605 to reach Quest's Incident Response Team!



How can we help?



www.questsys.com
1.800.326.4220

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