

# QuestCare: Managed IT Service Offerings

Unparalleled peace of mind at a fixed cost that fits any budget.



24 x 7 x 365  
Help Desk Support



Preventative  
Maintenance



Strategic Planning



Monitoring



Flexible Plans to  
Fit Your Needs



Technology  
Budgeting



Lifecycle  
Management



Managed  
Security Services

## QuestCare Managed IT frees you from worry.

With our two different service offerings, you can get as much or as little coverage as you need. With QuestCare, you can get services ranging from preventative maintenance to break-fix support.

## QuestCare MAP: Managed IT Foundation

This service offering puts in place core preventative maintenance solutions and virus protection required to maintain your network. If an issue occurs, we will notify you. You have the option to route the issue to our team or resolve the issue with your internal staff.

You can control costs by handling issues you've got the time and skill to fix, while routing the more complex issues to our 24x7x365 Help Desk.

## QuestCare MSP: Comprehensive Managed IT

Proper management of an IT environment requires a large and varied skill set to keep things running and to move the business forward.

At Dynamic Quest, you get full access to the entire team—from installers to business consultants—to help you move your business forward. We have staff members certified in almost every technology—including several atypical solutions from far out in left field. With our diverse team of experts, we can remedy your problem and help you take advantage of every opportunity.

# QuestCare: Managed IT Service Offerings

## Stable and Reliable IT Environments are Achievable with Our Managed Service Solutions

	QuestCare MAP: Managed IT Foundation	QuestCare MSP: Comprehensive Managed IT
Remote Monitoring and Alerting	X	X
Remote Patch Management	X	X
Drive Space, CPU, RAM Alerting	X	X
Managed Health Reports	X	X
Managed Security Services	X	X
Lifecycle Management		X
Asset Management		X
Network Management		X
Purchasing Benefit		X
Remote Helpdesk 24/7/365		X
Remote Incident Remediation		X
Performance Monitoring		X
<b>Optional Add-Ons</b>		
Image-Level Backups with Off-Site Storage	X	X
Enhanced Security Services	X	X
Hardware-as-a-Service	X	X
vCIO Consulting		X