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Solutions Brief

3 Questions To Ask Before Hiring an IT Administration & Software Solutions Partner

Quest
Public Sector

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IT Administration & Software Solutions Partner

Managing the day-to-day operations in a federal agency is complex — and you shouldn't have to constantly worry about your software solutions. But if you're honest, stressing about your IT solutions is probably the main thing keeping you up at night.

- Is my data secure?
- Is my team as efficient as they can be?
- Are we exposed to any risks I haven't thought about?

We know that when it comes to staying ahead of threats and IT trouble, the work is never done.

It's true that IT challenges for your federal agency could cost you a great deal. Without confidence and a partner you can trust, challenges build.

- You're not sure if your budget is accurate and you're worried about future costs.
- You experience stress about meeting mandates and are skeptical about whether or not you'll be compliant.
- Your team's efficiency is halted and ultimately, you're not able to serve the public well.

It's challenging, and we're here to help. In this PDF, you'll learn three critical questions to ask before deciding on an IT administration and software solutions partner. When you understand these three questions, you'll be equipped with what you need to make a smart, informed decision on who your partner should be. Your IT administration and software solutions partner should be able to keep your workflows intact, ensure you're protected from potential breaches and much more. You'll avoid blind spots and eliminate mistakes when you prepare with this PDF.

Dive into this PDF — then request a demo with one of our Federal IT experts who will talk you through what a customized IT solution would look like for your agency. We want you to have peace of mind, knowing your software solution is working FOR your agency.

Question #1: Is this partner a "one-stop-shop" for all of your software needs?

Managing the day-to-day operations in a federal agency is complex (to say the least) and you can sometimes feel like you're the only one who knows exactly what needs to be built. We get it -- when it comes to your agency IT needs, it's extremely tempting to just build it all yourself.

But building your own software solution can take years. It's hard to perfect untested tools which means you may not be tackling the most essential challenges.

While we understand that it's tempting to want to do it yourself, we're here to tell you not to.

The last roadblocks we want you to run into are...

- Glitchy tech
- Security vulnerabilities
- Halted workflows
- Constant maintenance

Don't do it.

But make sure that when you select your IT & software solutions partner, you find a company that can support all your needs, and won't leave you hanging out to dry, searching for another partner to fill the gaps.

At Quest, we specialize in hassle-free IT solutions to manage, modernize and secure ALL your federal agency data. We'll work with you to ensure you've got customized, proven solutions to meet the needs of your regulatory requirements, initiatives, and future goals.

For the last 20 years, we've been helping federal agencies manage their software well and we know how to tackle the biggest challenges related to implementing new solutions across your agency. Let us take the IT build off your plate so you can focus on your agency and your team.

Question 2: Can they ensure your people have the right access to only the right data?

If there's one thing every federal operation needs, it's the ability to manage security and access across their entire team.

As you know, there's an inherent risk that access management presents: how can you be sure that the right people are getting the right access to only the right data? A lot of IT partners have access management solutions... but they're clunky. Instead of enabling more efficiency, they hinder the team's productivity.

If a team member isn't able to access the data they need to do their job, you aren't able to serve the public well. Productivity and growth are halted, and you put the security and reputation of your agency at risk.

You can't afford an access management tool that isn't streamlined and simple. What you must know before hiring an IT & software solutions partner is the functionality of their access management system and whether or not it will contribute to your team's ability to thrive.

At Quest, it's our goal to help our clients understand exactly what they need in order to stay protected and productive. Our comprehensive suite of services allows agencies to squeeze out inefficiency and supercharge productivity — all while avoiding security pitfalls and staying protected against threats.

When you request a demo with one of our Federal IT experts, you'll understand exactly how our simple tools can help your team thrive. Request a demo today.

Question 3: Do they offer a solid recovery plan that helps us avoid future threats?

Managing an agency's software solutions can feel daunting. Compliance requirements, sophisticated cyberthreats and ever-evolving tech leave zero room for error.

Most agencies don't think through their recovery plan until it's too late. If you want to stay one step ahead, you must have a solid recovery plan to stay safeguarded against threats.

So how can you create a recovery plan that eliminates downtime and keeps your organization working smoothly?

1. **Efficiently and safely restore your Active Directory (AD)**

   At Quest, we offer a full range of backup and recovery solutions to keep your agency going.

2. **Mitigate the risk of malware re-infection and ensure you know where malware is hiding**

   With Quest's added safety protocols, you can regularly check files for viruses after backup files are created, minimizing your risk for reinfection.

3. **Gain insight into your IT landscape and exposure risk**

   The cyber landscape changes every day. Quest can help you learn, adjust and strengthen your agency.

Your team shouldn't have to bear the burden of constantly being 'on watch' for security breaches and worried about downtime. You deserve to be able to rely on an IT and software solutions partner that has specialized recovery experience and so you don't put your organization at risk. There's a lot at stake, but with the right partner, you'll protect your business and your reputation.

Request a free demo with Quest to learn how your agency can create a recovery plan that keeps your agency thriving, even when unexpected challenges arise.

You can't afford to let your software solutions create problems for your federal agency. There's simply too much on the line.

If productivity is limited, your workforce becomes idle and projects are stalled.

Without a team dedicated to making sure all mandates are met, you could constantly be playing catch up with compliance requirements.

Not only that, you could put the safety and security of your data at risk without even knowing it.

With the help and expertise of Quest, we'll manage your IT so that it works for you and stays secure. You'll optimize your budget so you won't stress about meeting mandates *and* you'll be confident you're delivering excellent, safe public service. We want to take the software burden off your shoulders. With a free, 30-minute demo, one of our Federal IT experts will help you identify any issue you're facing with your IT and will map out a simple solution.

REQUEST A DEMO

Don't let your agency slow down due to inefficient IT solutions. Request a demo today and learn how Quest can help your federal agency soar.