

Dynamic Quest

Managed IT Services

Overview: Stable, reliable and secure IT environments are achievable with our managed service solutions.

QuestCare MSP: Comprehensive Managed IT

OVERALL CARE

- Periodic review of strategic plans
- Monthly ticket and open action item reports
- 24x7x365 Help Desk support
- Unlimited phone support
- Hardware acquisition through preferred partners
- Security scan

SERVER CARE

- Backup monitoring
- Service availability monitoring
- Anti-virus and anti-spyware management
- Patch management
- Operating system support
- Server troubleshooting

SECURITY ESSENTIALS

- Advanced Malware Detection and Prevention
- Email Defense Spam Filtering
- Cloud Based DNS Filtering
- Security Awareness Training Foundation Edition
- Dark Web Monitoring
- Anti-Virus and Anti-Spyware Management

NETWORK CARE

- Network monitoring and management
- Firewall management
- SAN management
- DNS and web hosting liaison
- Network performance tuning

WORKSTATION CARE

- Desktop optimization
- Anti-virus and anti-spyware management
- VPN client management
- Workstation troubleshooting
- Microsoft Office support

QuestCare MAP - Security

OVERALL CARE

- Windows Server Patching
- Patch Management
- Windows Workstation Patching

SECURITY ESSENTIALS

- Advanced Malware Detection and Prevention
- Email Defense Spam Filtering
- Cloud Based DNS Filtering
- Security Awareness Training Foundation Edition
- Dark Web Monitoring
- Anti-Virus and Anti-Spyware Management

SYSTEM MONITORING

- 24/7/365 Monitoring & Alerting

Managed Security Services

Overview: Our complete, comprehensive security services take each point of entry into consideration. We look at it all: digital vulnerabilities, human error, natural disasters, even physical locations that could allow unrestricted access to your network. Each solution adds a unique layer of security to your network.

Additional Security Services

24/7 Managed Detection & Response (SIEM/SOC)

Our 24/7 threat monitoring services include:

- Real-time threat intelligence
- User behavior analytics
- Monitored SIEM
- Machine learning

Monthly Internal and External Vulnerability Scans

Monthly scans of your internal and external environment will be performed to identify known vulnerabilities. This scan provides a report of what threatens your environment faces.

Penetration Testing

In-depth security scans create reports, identify risks that affect your organization, identifies where your organization stands as it relates to security standards and compares to past assessments performed.

Security Assessment

Reviews your environment to identify risks that threaten the confidentiality, integrity and availability of your critical business systems.

Managed Firewall

A service that administers, monitors and maintains your firewall infrastructure with the latest equipment. The team of security professionals will modify firewall rules, provide feedback, and offer up to date analysis.

Next Generation Endpoint Protection

Next generation endpoint protection uses artificial intelligence and machine learning to provide a more responsive security solution for all your organization's endpoints.

Mobile Device Management

Enables your organization to enforce security policies to protect corporate data on mobile devices and helps you manage access and security systems.

Governance and Regulatory Compliance

We assist your organization with demanding compliance and regulatory requirements including: HIPAA, PCI, CJIS, SOX, and many more.

Managed Service Desk

Overview: Our experienced technicians can manage your Service Desk needs and lift tiresome day-to-day IT issues off your shoulders.

24/7 Problem Resolution for:

- Password Resets
- End User Support
- Application Support
- Network Connectivity
- Security Services
- Workstation Issues

Hardware-as-a-Service

Overview: Hardware-as-a-Service (HaaS) is model in which an organizations IT hardware is assigned to them by Dynamic Quest at a monthly rate for a term period. This model allows organizations to avoid upfront costs for workstations, servers, and network equipment, while breaking up the monthly fees into a four year payment plan.

Managed Cloud Services

Overview: The cloud offers unlimited opportunity and flexibility. With remote/mobile access to file servers and applications, employees can access, upload, and download files using any Internet-connected device.

Cloud Hosting

The cloud offers unlimited opportunity and flexibility. Scale your services quickly and seamlessly.

Dynamic Quest Data Center

Our SOC 2, Type II-certified data center gives you the utmost in security and peace of mind.

Azure Cloud Hosting

Dynamic Quest can help you migrate and manage your servers hosted within the Microsoft Azure Cloud Hosting.

Cloud Partnership Hosting

We partner with software vendors and resellers who need cloud-based solutions for their customers.

Co-location Hosting

Organizations that have made valuable investments into physical server equipment but would like to move their physical servers to the Cloud can host with our DQ-Data Center.

Office 365

Our team has experience installing and configuring Office 365 for companies large and small.

Managed Backup & Recovery

Overview: Dynamic Quest offers three backup solutions to keep your business ahead of unfortunate surprises, and able to keep running through a variety of eventualities.

QSync Backup and Disaster Recovery

Our most complete option allows for server continuity if time is of the essence in a crisis. Our on-site QSync provides ready to run redundant continuity hardware that keeps you running until new hardware can be secured.

Remote Cloud Backup

Our remote cloud backup creates file and image-based backups of your servers, making it easy to recover from the cloud.

Workstation Backup

Our workstation backup solution creates file and image-based backups of workstations.

Software Development

Overview: Dynamic Quest is strategically positioned to help businesses with software development needs. Our team will assess your needs and build a custom project scope.

Mobile Application Development

Custom Application Maintenance and Application Modernization

Custom Software Development

Purchasing

Overview: Dynamic Quest will act as a purchasing agent for our clients. Whether you are looking to purchase hardware or software, we are able to pass our discounts along to you.

VoIP Phone Systems

Overview: Dynamic Quest works with specific industry-leading partners that provide custom solutions that include VoIP and integration with 3rd party telephony end-points.

Microsoft Solutions

Microsoft Azure

Hybrid Cloud with Dynamic Quest gives you the best of everything. Azure's hybrid solution allows you to forget about "where" and concentrate on "how." Data and services are available when you need them, which is all you should have to care about.

Microsoft New Commerce Experience (NCE)

Our clients can mix and match monthly, annual, and tri-annual commitments across the same and different O365 licenses. Dynamic Quest can help recommend the right mix to provide a balance between cost, price protection, and flexibility.

Microsoft Teams

Communicate more effectively. Get your team on the same page with group chat, online meetings, calling, and web conferencing.

IT Projects

Overview: Some clients have specific IT projects and will call us in to provide expertise and service to accomplish their business goal. Our team will scope the project, assign resources, provide project management, and execute all the necessary steps.

Examples of IT Projects Include:

MFA Configuration

Server Migrations

Cloud Computing

WiFi Assessment & Deployment

Firewall Updates & Installation

Security Assessments

Contact Dynamic Quest Today!



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