



CONSTRUCTION SOFTWARE

PREMIUM SERVICES

Why Premium Services?

At Quest, we understand correctly maintained software drastically improves business operations. We have recently enhanced our Vista professional services to cater to the changing nature of customer needs. Quest Premium Services provides quicker more targeted implementation and technical services using local Vista specialists that understand your business and it's Vista configuration. Quest Premium Support does not replace Viewpoint Support via ClearView. It's a complementary service that advocates for your business, reducing time and frustration so you get to continue with the needs of your business.

The Quest Team is at your service – Results Driven

A better way to meet your needs

Vista Premium Services, a new way of providing service to our loyal clients

Support

	Viewpoint Basic	Quest Premium
Response Time	First Availability	Priority 4hr Response
Increased Support Focus		✓
Customer Portal	✓	✓
Phone Support		✓
Live Chat Support		✓

- **Support Focus:** Dedication to Vista efficiency, the Quest Team knows Vista - your tech projects, issues or general questions are quickly responded to.
- **Customer Portal:** Dedicated web portal to check on job and ticket status - submit requests and monitor outstanding items.
- **Phone support:** Convenience of Australian support, raise support tickets or speak directly with your implementation specialist.
- **Live chat support:** Real-time instant messaging for quick questions, troubleshooting, or providing quick guidance so you can keep your business running smoothly.

Find out more: Call now on 1300 687 742 to book a meeting with a Quest Sales Team member to discuss further.



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