

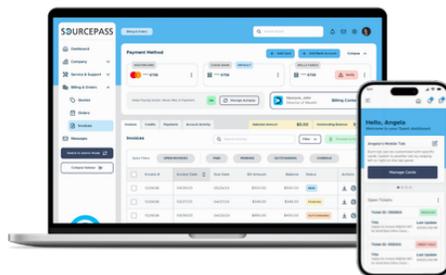
INNOVATION

Introducing Quest®

Gain access to Quest®, our innovative and powerful platform that delivers quick access to service requests, real-time project status, and powerful automation for onboarding new employees and more.



**SOC 2
TYPE II
CERTIFIED**



A Next-Generation Client Experience

Quest® by Sourcepass is a SaaS-enabled platform that uses AI and real-time integration with our toolset to provide a fully automated IT system. Accessible via web, desktop, and mobile app, Quest® is designed to keep you in sync and in control for a premium IT experience.

The Tech Support Easy Button

Using **Quest®**, your team can quickly access self-help resources or request technical support from our team with ease. All of our interactions are updated in real time, keep everyone up to date on our efforts.

Quest's simplified interface can be customized for your company's applications to quickly identify and route requests to the right subject matter expert while providing links to self-help information for common issues.

In addition to support resources, Quest can provide your team with a powerful dashboard, quickly linking employees to the application they need every day.

- Request Technical Support
- Quickly Access Ticket Status
- Access Self-Help and Key Applications
- Review Project Status
- Easy Access via Desktop or iOS App

Powerful Automation

To support growing companies, we provide a customized experience to automate employee onboarding and role changes, with direct integrations into HR systems, identity management platforms, and popular applications.

This allows us to deliver powerful workflow automation to create accounts, provision applications, assign security rights, and initiate the procurement process for any required PCs, software, or accessories needed.

Beyond the required IT components, we can also gather information and route requests to specific departments such as HR, marketing, facilities or any other team that needs to be part of the hiring process.

- Automate Employee Onboarding
- Simplify Role Changes
- Accurately Offboard Departing Employees
- Automate Procurement & Licensing



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Key Benefits

Effortless Service Requests

With Quest®, you can quickly create and track service tickets, add users, and attach screenshots or other relevant information. The intuitive interface allows you to manage requests on the go, ensuring that your IT needs are addressed promptly.

Real-Time Notifications

Quest® keeps you updated on the status of your service requests, orders, and invoices. You'll receive instant alerts, so you never miss an important update. This feature ensures that you're always in the loop, no matter where you are.

Rapid Response

Quest® has built in Smart Requests that leverage Robotic Process Automation (RPA) to execute, upon form completion, without the need for a technician, ensuring that response times are incredibly fast.

Enhanced Security

Quest® offers multiple authentication methods, including face ID, Office 365, and G Suite logins ensuring your data is protected while providing you with convenient access to your account. Our platform combines security with ease of use, giving you peace of mind.

Complete IT Management

Quest® is your one-stop solution for IT management. From tracking hardware orders to viewing invoices and accessing the company directory, everything you need is at your fingertips.

Quest® Mobile App: Available on Apple iOS & Android Devices

Quest® is built to provide a consistent and seamless experience across all devices. Whether you're using the web, desktop, or mobile app, you can easily manage your IT services without any disruption. Our platform ensures that your interactions are smooth and efficient, just like your favorite apps.

Available on iOS and Android



Apple iOS



Android

