

# Quest Software Company Overview

## Solve Everyday IT Challenges Faster and Easier with Quest

Now more than ever, organizations need to work smart and improve efficiency. Quest Software creates and supports smart systems management products—helping our customers solve everyday IT challenges faster and easier. That means our customers' teams will be more productive and their core critical systems will perform better.

Since 1987, more than 100,000 customers worldwide have partnered with Quest to improve their IT efficiency. In fact, the top companies in several industries depend on Quest to help them manage their critical IT systems (see *The Best Depend on Quest* on page 2). With more than 60 offices around the world, and with the help of our partner network, Quest serves customers in just about every industry and of every size.

Quest is a stable, global company that has been in the systems management market for more than 20 years.

## Our Customers Come First

At Quest, customer satisfaction is what drives us as a company, and because of that we put our customers first.

We treat our customers with fairness and honesty—and we support them relentlessly. We strive to earn our customers' trust every day, whether it's through building intuitive products that do what we say they do, addressing technical issues with speed and accuracy, or identifying the most pressing IT challenges and helping customers solve them.

Our Support team is consistently ranked in the 90<sup>th</sup> percentile in customer satisfaction. And our Professional Services Organization, together with our partners, has the knowledge and experience to help our customers get the most from their investments with us.

Quest's proven, award-winning software, top-level services and support, and strong customer relationships make us a smart, reliable technology partner.



## Smart Systems Management

- **Windows Management** – simplify, automate, secure and extend the Microsoft infrastructure or integrate a non-Windows systems into a managed environment
- **Database Management** – improve DBA and developer productivity, as well as boost database performance for Oracle, SQL Server, DB2, MySQL and Sybase
- **Application Management** – improve top- and bottom-line results using application performance management and change management for the dynamic data center—with solutions for Java, .NET, ERP, CRM and custom applications
- **Virtualization Management** – simplify ongoing management and reduce IT costs for the entire virtual environment—from desktop to server to storage

## CORPORATE FACT SHEET

**Company Headquarters:** Aliso Viejo, California, USA

**Employees:** Approximately 3,400 worldwide

**Customers:** 100,000 worldwide

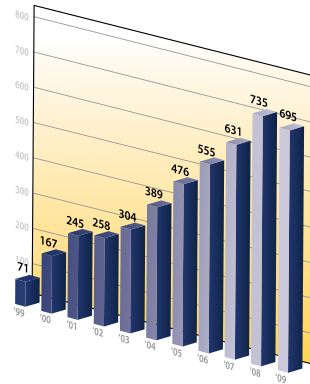
**Year Founded:** 1987

**IPO:** 1999

**Nasdaq Ticker:** QSFT

**2009 Revenue:** \$695 million

ANNUAL REVENUES  
(IN MILLIONS USD)



### The Best Depend on Quest

The following top companies rely on Quest products to improve their IT efficiency:

#### 10 out of the Top 10

- Banks
- Retailers
- Telecommunication Companies
- Pharmaceutical Companies
- Insurance Companies
- Capital Goods Manufacturers
- Chemical Companies
- Conglomerates
- Car Manufacturers
- Food, Drink & Tobacco Companies
- Healthcare Equipment Companies

#### 9 out of the Top 10

- Aerospace Companies

#### 8 out of the Top 10

- Business Services
- Construction Companies

#### 7 out of the Top 10

- Hospitals



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If you are located outside North America, you can find local office information on our Web site.

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1 The Magic Quadrant is copyrighted 2010 by Gartner, Inc. and is reused with permission. The Magic Quadrant is a graphical representation of a marketplace at and for a specific time period. It depicts Gartner's analysis of how certain vendors measure against criteria for that marketplace, as defined by Gartner. Gartner does not endorse any vendor, product or service depicted in the Magic Quadrant, and does not advise technology users to select only those vendors placed in the "Leaders" quadrant. The Magic Quadrant is intended solely as a research tool, and is not meant to be a specific guide to action. Gartner disclaims all warranties, express or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

2 Forrester Research, "Market Overview: The IT Management Software Market in 2008," Jean-Pierre Garbani and Peter O'Neill, March 2009

3 Gartner Dataquest, "Market Share: IT Operations Management Software, Worldwide 2008," Rene Millman, June 2009

4 Gartner, "Market Share: X86 Server, Virtualization Software Market, Worldwide, 2008," Alan Dayley, July 2009

5 IDC, Worldwide Identity and Access Management 2009 – 2013 Forecast and 2008 Vendor Shares, July 2009

### Industry Partnerships

- **Microsoft** Gold Certified Partner
- **Oracle** Partner Network Certified Partner
- **SAP** Software Partner
- **Sun** Solution Provider
- **VMware** Technology Alliance Partner
- **Dell**
- **Accenture**
- **Avanade**

### Industry Recognition

- Two-time winner, Microsoft Global ISV Partner of the Year Award
- Microsoft Partner of the Year in Advanced Infrastructure Solutions, Active Directory, 2009
- Quest Software is positioned in the Leaders Quadrant of Gartner's Magic Quadrant for Application Performance Monitoring<sup>1</sup>
- #5 in the IT management software market, 2009 (Forrester)<sup>2</sup>
- #4 worldwide and #2 in North America in application management marketplace based on total software revenue for 2008 (Gartner)<sup>3</sup>
- #4 worldwide and #1 in North America in database management software marketplace based on total software revenue for 2008 (Gartner)<sup>3</sup>
- #2 worldwide in server virtualization marketplace based on total software revenue for 2008 (Gartner)<sup>4</sup>
- Leader in the identity and access management market (IDC)<sup>5</sup>

### About Quest Software, Inc.

Now more than ever, organizations need to work smart and improve efficiency. Quest Software creates and supports smart systems management products—helping our customers solve everyday IT challenges faster and easier. Visit [www.quest.com](http://www.quest.com) for more information.