



## OEM SERVICES DENTAL

# From Installation and End-User Training, to Field and Depot Repairs, Quest Has the Solution to Augment Your Company's Operations

With over 40 years of experience in servicing complex electronic devices and medical equipment, Quest International has the tools and expertise to provide total back-end product support for dental Original Equipment Manufacturers (OEMs) worldwide. From on-site field service to depot repair from any of our global facilities to supply chain logistics and end-user training on

the device itself – Quest has the skill set and the capacity to manage your product's life-cycle. By leveraging these services, your organization can focus on developing the next generation of devices and growing market share. Working with Quest will help you reduce solution development time, cost, and risk.

## Quest Offers a Full Suite of Post-Sale Services to Support the Product Lifecycle for Dental Device Manufacturers



### DEPOT SERVICES

With service centers strategically located around the globe, dental device manufacturers can send in devices or field returned parts requiring test and repair or full refurbishment.



### FIELD SERVICES

If shipping the device isn't a viable option, Quest also maintains a staff of mobile field technicians globally that can travel to customer sites and perform many of the same services available in our depot centers.



### CLINICAL TRAINING

From assembly to installation and the training of end-users, Quest has the people and processes to manage the end-to-end process. Our clinicians will train directly with the OEM and pass that knowledge on to their customers.



### LOGISTICS

Managing spare part shipments and product returns effectively allows your field service technicians and customers the rapid response time required to maintain uptime of your systems. Quest will help you design, plan, and implement a supply chain program that supports your profit goals.



### CUSTOMER CARE SOLUTIONS

By infusing Service Excellence into an individualized, robust Customer Care solution, OEM's can leverage Quest's flexible staff of phone support specialists as well as the latest tools and technology to provide a turnkey customer service experience without the capital investment.





# DENTAL EXPERTISE

## PRODUCTS SERVICED & SPECIALTIES

- Intraoral Scanners
- Intraoral Imaging Systems
- 2D and 3D CBCT Systems
- 3D Printers
- Milling Machines
- Dental Chairs
- Imaging Systems Equipment
- Data Migration
- Operating System Upgrades
- Cloud Based Solutions

## IT SERVICES FOR OEMS

- On-site 3rd Party Hardware Maintenance for IT Systems
- 24/7 Help Desk & Remote Monitoring Management
- Cybersecurity Services
- Cloud Services



## SERVING CUSTOMERS WORLDWIDE

Quest operates in over 30 international locations around the world to meet our customer's diverse service needs. Facilities are strategically located across the globe allowing for rapid response to OEMs requiring localized service throughout the world. Each location can be expanded or re-configured as needed to accommodate fluctuating business needs for our clients.

### AMERICAS

#### USA

- Irvine, CA
- Allentown, PA
- Grapevine, TX

#### Mexico

- Mexico City
- Juarez

#### Colombia

- Barrio El Lucero

#### Argentina

- Buenos Aires

#### Brazil

- São Paulo

### EMEA

#### Germany

- Frankfurt

#### Czech Republic

- Brno

#### Poland

- Zary

#### Spain

- Madrid
- Barcelona

#### South Africa

- Johannesburg

#### UAE

- Dubai

#### Turkey

- Istanbul

### APAC

#### China

- Kunshan

#### Taiwan

- Taipei

#### Hong Kong

- Chiba

#### Japan

- Chiba

#### Singapore

#### Philippines

- Subic Bay

#### South Korea

- Seoul

#### Thailand

- Bangkok

#### Vietnam

- Hanoi

#### Indonesia

- Jakarta

#### Malaysia

- Kuala Lumpur

#### Australia

- Sydney

#### New Zealand

- Auckland

#### India

- Bangalore

## CONTINUING QUALITY

Quest is constantly reviewing operations to find new ways to be more efficient and flexible for our customers. In addition to our strict policies, procedures, and documentation, Quest is ISO 9001:2015, ISO 13485:2016, ISO 14001:2015, 27001:2013 and ANSI/ESD-S20.20-2014 registered. Our agile operations team can also quickly implement an OEM's best practices to be compliant and act on their behalf.



## WHY CHOOSE QUEST?

### REDUCE COSTS

- Reduce operating expenses
- Minimize capital expenditures
- Optimize operating efficiencies

### SCALE EFFICIENTLY

- Easily support new regions
- Grow while minimizing costs
- Increase business ROI

### CUSTOMER SATISFACTION

- Increase customer experience
- Maximize customer productivity
- White labeled OEM service

### ENHANCE SERVICE

- Enhance product warranties
- Service new markets
- Upgrade response times

## About Quest

Quest International is a leading global post sales service support partner for dental device manufacturers. Quest holds ISO 9001:2015, 13485:2016, 14001:2015, ISO 27001:2013 and ANSI/ESD S20.20-2014 certifications.



60-65 Parker, Irvine, CA 92618



info@questinc.com



+1.949.581.9900  
+1.800.231.6777



questinc.com