

Fast-growing New Jersey-based Quikteks chooses iland, now 11:11 Systems, as backup and DRaaS partner for their clients.

SOLUTIONS: Baas, DRaaS

Quikteks, founded in 2002, has been providing superior IT consulting services to small and mid-sized business across New York, New Jersey, and Connecticut. Priding themselves on customer service, innovation, and practical solutions, the company has grown tremendously in recent years, earning them a spot in the Inc 5000 list.

With a diverse group of customers across a variety of industries, from legal to manufacturing to retail and local government, Quikteks continues to enhance their services to remain on top of new capabilities and technologies that can benefit their clients. With [11:11 Systems], Quikteks optimized for service quality for their small and medium business clients in the tristate area.

The Imperative to Protect

As an IT consultancy managing the systems of their growing customer base, Quikteks focuses first and foremost on service quality. And, as a NY-based company, they are acutely aware of the impacts of systems outages on business operations.

Hurricane Sandy was the most recent weather event to impact the tri-state area, and since then, the Quikteks team has been adamant about building resilient disaster recovery and backup plans for their clients. The challenge, however, was finding a solution that matched their exacting standards for service quality and reliability.

“In the past five years, we’ve been searching for the right marriage of technology platform and service provider to meet our clients’ needs,” said Nick Tammara, Vice President of Consulting Services. “We talked with many vendors, but none matched the level of service we were providing to our customers.”



CHALLENGES

- Needed offsite backup and DRaaS solutions for their midmarket customers
- Required exceptional service quality

SOLUTIONS

- [11:11] Cloud Backup for Veeam Cloud Connect (BaaS)
- [11:11] DRaaS for Veeam

BENEFITS

- Strong customer support
- Straightforward implementation and management
- Appealing cost model

PROFILE

- Size: SMB
- Industry: IT Consulting

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“The interface of the console has made my job so much easier—I can see the replication of my VMs in real time and monitor RPOs—I didn’t have anything like this before.”

Nick Tammaro, Vice President of Consulting Services at Quikteks

First, the Technology

Quikteks initially investigated a host of potential technologies for backup and disaster recovery. They selected the Veeam platform because it supported the virtualized model that was prevalent at their clients. And, it was straightforward to retrieve backups whenever they were needed.

While they investigated a completely hosted model, ultimately they found that the hybrid on-premise with cloud-based backup option was best for their clients.

Identifying a Cloud Partner

Quikteks reached out to [11:11], Veeam’s Service Provider of the Year in 2016, to test out the [11:11] Cloud Backup for Veeam Cloud Connect solution. The initial experience was fantastic.

“It didn’t take long to determine that this was the way we wanted to go,” said Tammaro.

Quikteks quickly began rolling this out to their more than 50 customers in the region. They tested both the backup solution and the [11:11] Disaster Recovery as a Service for Veeam solution, and have customers on both.



Selling It to Their Customers

While the memory of Hurricane Sandy still looms large, the weather has thankfully been cooperative since then. However, other types of threats—from cryptolocker attacks to run-of-the-mill outages—still can spell disaster for businesses large and small.

To better recommend a solution, Quikteks regularly meets with executive teams to both review any existing disaster recovery plans and assess the risks and costs of a potential outage. Data protection calls for, at a minimum, a backup solution at a third-party location.

For more time-critical situations, they recommend the Disaster Recovery as a Service solution.

For many clients, this is their first exercise in disaster planning, and so the guidance and experience of Quikteks, married with the cost-effective and reliable [11:11] Cloud Backup and [11:11] DRaaS service, are welcomed solutions to a frightening scenario.

Satisfied Reseller and Satisfied Clients

True to their original requirement, Quikteks continues to expect superior customer service from the [11:11] team—and is glad to have their expectations met.

And Quiktek clients agree. They think this joint, high-quality service delivers excellent value—and are thrilled to be protecting their crucial business systems and data.

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