

## Fast-growing New Jersey-based Quikteks chooses iland as backup and DRaaS partner for their clients

### Quikteks optimized for service quality for their small and medium business clients in the tristate area

#### business profile

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.

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



#### profile

- ▶ SIZE: SMB
- ▶ INDUSTRY: IT Consulting
- ▶ SOLUTION: iland Cloud Backup with Veeam Cloud Connect & iland DRaaS with Veeam
- ▶ HEADQUARTERS: New York, New Jersey & Connecticut

#### challenges

- ▶ Needed offsite backup and DRaaS solutions for their mid-market customers
- ▶ Required exceptional service quality

#### benefits

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



## 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 iland, Veeam's Service Provider of the Year in 2016, to test out the iland Cloud Backup with 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 Tamaro.

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

## selling it to their customers

While the memory of Hurricane Sandy still looms large, the weather has been thankfully cooperative since then. However, other types of threats – from cryptolocker attacks to run-of-the-mill outages still can spell disaster for business 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 iland Cloud Backup and iland DRaaS service are a welcomed solution to a frightening scenario.

## satisfied reseller and satisfied clients

True to their original requirement, Quikteks continues to expect superior customer service from the iland team – and is glad to have their expectations met.

And, the 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.

*"The exceptional customer service we get from iland spills over to our own clients, ensuring their experience is consistently positive,"*

said Tamaro.

## about iland

With data centers in the U.S., U.K. and Singapore, iland delivers the only enterprise cloud solutions in the market today with true innovation, transparency, intelligent management and advanced security built in. From scaling production workloads, to supporting testing and development, to disaster recovery, iland's secure cloud and decades of experience translate into unmatched service.

iland has been recognized as Veeam's Service Provider of the Year and Zerto's Cloud Service Provider Partner of the Year, as well as VMware's Service Provider Partner of the Year, Global and Americas. iland is also part of the Cisco Cloud Managed Service Provider Program for IaaS and DRaaS and partners with other industry leaders including Trend Micro, Hytrust and Nimble Storage.

