Andrew Rich

CEO of Quikteks
Your IT Support Team™

Quikteks
Business Technology Solutions

Media Kit

Andrew Rich

Andrew Rich Founded Quikteks in 2002 with a mission to bring high quality, affordable business technology solutions to businesses in the Tri-State Area. Andrew successfully leads a team of highly qualified technical personnel who can deliver outstanding customer service and support to every client.

Prior to Founding Quikteks, Andrew spent years in both business development and sales within the technology sector at large companies including Deutsche Bank and Advanced Internet.

Andrew is a NJ bred and based dedicated husband and proud father of 2. In his free time he participates in the community as a wrestling coach and in the rescue and charities benefiting homeless pets.

Why Quikteks

Quikteks provides a complete range of IT support services. To name a few, technical helpdesk support, disaster recovery solutions, computer support and consulting, for small to medium-sized businesses. Serving the NY Tri-State area since 2002, their goal has always been to provide the small business world with a level of IT support worthy of any major corporation at a price even a startup can afford.

Many years of varied experience allows Quikteks to develop and build high-quality infrastructure, find the perfect solution for each client's needs and keep the investment low so the support is in place to run the systems that run businesses without the headache of managing it all.

Quikteks offers something very unique, right on their website is a letter from the CEO, Andrew Rich, extolling the frustration and challenges small to medium-sized businesses face with technology struggles that are often outside of their area of expertise. His generous and practical approach to making sure that Quikteks is the solution is to offer two hours of service for free, just to show you that there is a better way to handle those day-to-day issues that seem so often to plague businesses of all types. No current tech issues, no problem, those two hours can be applied to run a full network infrastructure evaluation to spot any weak points and catch potential issues before they happen. It is his personal goal to change the way clients and potential clients think about IT. How many companies do that?

Quikteks Services

Serving the New York City metropolitan area since 2002, Quikteks provides a complete range of IT support services for small to medium-sized businesses. Combining years of experience and keeping current on the most recent technologies, Quikteks offers a level of IT support worthy of any major corporation at a price any startup can afford. Our many years of experience allow us to develop and build high-quality infrastructure, ensuring that our prices stay low and the services on which you depend.

- Develop and Build IT Infrastructure
- Technical Helpdesk Support
- Disaster Recovery Solutions
- Email Continuity and Spam Protection
- Hosted Phone Solutions, *in partnership with 8x8, Inc.*
- Microsoft Office 365 - Set-up and Support
- Computer Support

- Network Security
- Desktop Support
- Virtual Environments - Set-up and Support
- Vendor Management
- Cloud Support
- Virtual CIO
- Consulting

The Management Team

Andrew Rich – CEO

Dominick Tammaro - VP of Consulting Services

Dominick joined Quikteks during its start up in 2002 and oversees consulting and customer service relations. With over 15 years of experience in business technology leadership roles and his sincere desire to help others, Dominick expertly handles solution development, sales operations, and enabling long term trusted advisor relationships with customers.

Media Inquiries: arich@quikteks.com

Recent Articles

Know the Risks of Internet Before Logging On

You may be an Internet savvy business owner who can spot a scam quick enough to hit the back button before the website loads, but do you trust your employees to keep your business safe from cyber-threats? Here are some ideas for a 30 minute overview on the fundamentals of Internet safety for an employee orientation or training program.

Project Look by Google, Internet Above the Clouds

A society with Internet access can help people in dramatic ways but according to Google, only 1/3 of the world's population is enjoying these benefits. The rest of the world is out of reach from the Internet's communication lines and satellite signals. Google plans to bridge this gap with "Project Loon."

4 Things to Consider When Buying a New Server

As your business grows, so does the need to expand your network infrastructure. Your company's growing needs can be met by upgrading your IT servers or virtualizing an existing one. Here are 4 things to consider when shopping for a new server.

Out with the Old, In with the New

Today, any child with a smart phone has more computing power than NASA did when they launched the Apollo 11 mission. You can't afford to run your small business with ancient technology. Learn what will pull you out of the 70's and into the 21st century.

How Virtualizing Servers and Network Infrastructure Can Save Your Business Tons of Money

Discover if your small business is spending more than it needs to on IT infrastructure and how our IT consultants can protect you from money-draining daily activities.

For additional information and to book Andrew for an interview email arich@quikteks.com

---

Recent Press Release

FOR IMMEDIATE RELEASE

NJ IT Support Company Quikteks Adds A Popular Cloud-Based IP PBX Solution To Its IT Service Plans

New Jersey IT Support Company Quikteks announces partnership with 8x8 Inc. to provide cloud based 8x8 Virtual Office Enterprise to streamline business PBX services.

NEW JERSEY – Quikteks, a full-service New Jersey IT support company, has added to its full-service IT capabilities by partnering with 8x8 Inc., a leader in IP voice and video technology. The partnership enables companies to utilize virtual PBX along with a wide range of IT services in a one-stop-shop.

The 8x8 Virtual Office Enterprise provides a cloud-based VoIP PBX phone system with all of the capabilities of a traditional PBX phone system while keeping costs lower. Virtual Office works much like an expensive PBX system that allows companies to utilize phone calls, private chat, web conferencing, call recording and Internet fax.

The 8x8 Virtual Office capabilities provide solutions for companies of all sizes. The benefits of going to 8x8 Virtual Office are many. Customers only need a computer browser and a phone, so there's no need to wire the whole office to a traditional PBX system. With no installation or space requirements for the PBX system, companies can cut costs dramatically when the company is being launched, a time when capital is usually already stretched thin.

"Since the virtual PBX system works in the cloud, companies with telecommuters can enjoy the professionalism of clients calling a PBX system while reaching workers at their home office without the caller knowing that the person is not in the office," said Rich.

VoIP PBX can be customized for each business with auto attendant for dial-by-name and extension directories. Companies can keep existing phone numbers so there's no downtime in the transition, and provides companies to customize messages on hold. With extension-to-extension dialing, you can connect one office in New Jersey to another office in Europe.

"Many companies that we provide IT consulting in New Jersey and New York are taking the plunge and moving toward cloud-based IT solutions for all IT-related needs. Rather than having to purchase expensive PBX systems, servers and equipment, companies—no matter how large or small—can choose virtualized servers so that we can provide the functionality of expensive servers without having them on-site," said Andrew Rich, CEO of Quikteks LLC.

About Quikteks: Founded by Andrew Rich in 2002, the NJ network support firm provides cloud hosting, computer support, disaster recovery and IT consulting to small to medium sized companies in the New York Tri State area. Rich and his team of experts at Quikteks offer cutting-edge technology infrastructure and provide IT solutions and support to help companies increase profitability, efficiency and security.

Media Contact:

Andrew Rich, CEO
Quikteks LLC
373 US 46
Fairfield, New Jersey 07004
973-882-4644
arich@quikteks.com

What Our Clients Say

"Quikteks has been a great IT consultant for our company. We have utilized their services for several years, and highly recommend them for all computer and networking related repairs and installations. They are a one stop resource that has been extremely effective for us."

Construction Industry (Owner, Haverstraw, NY)

"I have had the extreme pleasure of working with Quikteks numerous times. I have benefitted from their technology knowledge and expertise in more than one area. One area that Quikteks seems to shine more than any other is their ability to listen and really understand your business goals. They truly care."

Sales Training Center (Owner, New York, NY)

"What makes Nick stand out from the rest is his ability to understand a client's needs and come up with solutions which are unique. He is willing to think outside of the box and align himself with strong partners who share the same passion for customer service. With his strong leadership skills the entire staff at Quikteks has the same desire to excel at satisfying customers. Once you have had a chance to work with Nick you will very quickly see why he is successful."

Telecom Industry (Owner, New Jersey)

"I am extremely pleased with the quality of service Quikteks has provided to my Department. We are a 24 hour a day service and rely heavily on all of our IT equipment. Quikteks ensures that it provides optimal performance and when we do have problems he is there for us on a 24 hour basis without fail."

NJ Police Department (Chief of Police, New Jersey)

"Quikteks has been an excellent IT consulting company that I could depend on over & over. Quikteks has helped us out of a pinch on numerous occasions. I would recommend them to any organization looking for a company that can deliver superior business solutions."

Healthcare Industry (IT Manager, Lyndhurst, NJ)

"I have worked with Nick and his team at Quikteks for 3 years now and they have always delivered. Their ability to understand our business and our challenges is a real value to our agency. His recommendations for improvements and upgrades are always in line with our needs and budget. We are very happy with the high level of service we receive from them."improvements and upgrades are always in line with our needs and budget. We are very happy with his high level of service."

Top Pharmaceutical Marketing Company (CEO, Parsippany, NJ)

Interview Q&A

Andrew's interviews are informative and he really speaking to the IT struggles of the small to medium-sized business owner. Here are a few questions (and answers too…) that might spark a lively discussion.

1. **What exactly are managed services and the biggest benefit for small to medium-sized businesses?**

   Managed Services provide small and medium sized businesses with a proactive technical support model that prevents issues before they happen. Managed services support employee utilization and result in less down time as well as help to keep IT budgeting structured, with no surprises.

2. **What do you anticipate to be the biggest game-changer in 2014 for IT support and services?**

   As virtualization continues to come down in pricing there are more opportunities for the small business market to take advantage of the many benefits. Along with the cost benefits, small to mid-sized businesses will be able to bring true redundancy to their business. Down time from natural disasters and other events that prevent companies from conducting business as usual will become a thing of the past, and small businesses will be able to hold their own in the marketplace, the effective use of technology will enable them to compete with much larger companies.

3. **What misconceptions or concerns do most decision makers or IT Managers have about cloud-based hosted PBX?**

   Most decision makers have concerns in term of the voice quality on calls. The Hosted PBX model has come a long way over the past few years. Voice quality issues are no longer a concern and sound quality is the same or better than on premise VOIP solutions. True redundancy, low cost of entry, and voice quality make going to a hosted PBX solution a game changer for the small business market

4. **Describe one of your favorite examples of a challenge you were presented and how Quikteks handled it.**

   One of the biggest challenges Quikteks meets on a day to day basis is dealing with clients technology requirements and then figuring out how to meet their limited budget. Most clients want everything technology has to offer but do not want to pay for it. We have to find the balance between budget and reality daily.

5. **What are the top 3 reasons why a small to medium-sized business must have a disaster recovery/backup system in place?**

   a. *Over 70% of businesses that experience catastrophic data loss are out of business within 18 months. They simply can't recover and rebuild their data. Most companies don't realize the true value of their data. Customer lists, accounting data, and business processes are critical for the day to day operation of any business. Products can be reordered and physical infrastructure can be rebuilt but data takes years to rebuild and replicate.*

   b. *Fail to plan, plan to fail. If you experience a disaster and can't continue to do business most of your clients will find other vendors to work with. The loss of customer and employee good will is priceless. Having a business continuity plan is very important.*

   c. *If you don't already have a plan in place it's probably going to be too late when disaster strikes. Have a plan, make sure you regularly test the plan, and when disaster strikes be ready to implement the plan.*

6. **What is your personal favorite tech gadget to use and why?**

   My favorite personal tech gadget is my iPhone. There is nothing like being able to be connected to the office wherever you are. Productivity has increased on so many levels. I can conduct business from just about any place.

7. **What are the most common issues/concerns new clients come to you with?**

   The most common client concern is network uptime/availability. Most business owners see network downtime as an inconvenience but don't realize the true cost of network downtime. When employees can't do their job they are still getting paid and customers aren't getting what they need. It's a major problem from both ends. Having a redundant network is of critical importance.

For more info and to book Andrew for an interview email arich@quikteks.com

Speaking Topics

Andrew is available to speak on teleclasses, webinars and other virtual learning events and also is available to speak at live events and in-house. Popular speaking topics include, but are not limited to:

What are Managed IT Services and How They Can Benefit Your Small Business

No matter what size business you own, an efficient IT solutions-based support team is the key to your success. Managed services can maximize uptime, provide security, lower expenses and strengthen business relationships. This program provides simple and tangible examples to empower decision-makers to make the best decisions when it comes to setting up or rebuilding their IT structure.

Make Virtual Environments Work for Your Small-Medium Sized Business

The equation is simple. Managed IT plus a trusting and communicative work environment equals a happy, thriving and efficiently run business. Attendees of this presentation will discover how to empower their work community through flexible schedules, easy-to-use communication platforms and best practices in virtual project management.

How Secure is Your Company's Sensitive Data?

IT security is one of the most serious challenges in today's business world. No matter what size business you run, everyone is at risk. This presentation, will take attendees through the best steps to take to protect your IT infrastructure from falling victim to viruses, data theft and more.

What Happens When You Do Not Backup Your Tech Systems...

Pull back the curtain and experience what happens behind-the-scenes of an IT crisis. Learn the most common issues and solutions as well as the various degrees of emergencies that occur when systems crash.

All About Working In The Cloud

This presentation takes attendees through a brief evolution of cloud-based systems as well as where they are going in the future.

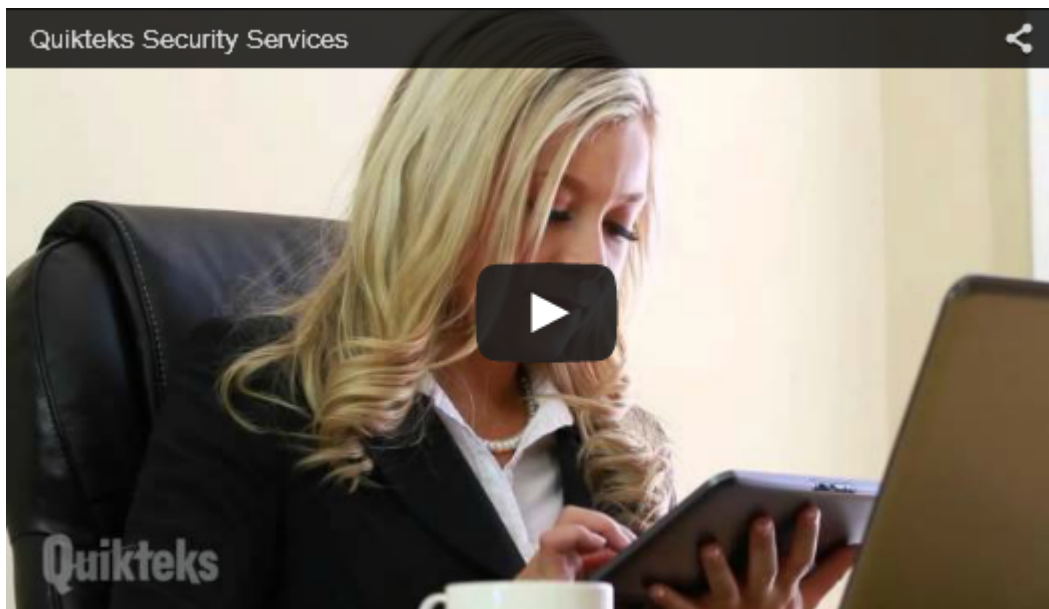## For more info and to book Andrew to speak email arich@quikteks.com

Video

Click on the images below to view the videos

Learn more about Quikteks Managed IT Services

Visit our [YouTube Channel](#) to view more resource filled videos

Learn more about Quikteks IT Security Services

Images

Andrew Rich, CEO

Dominick Tammaro, VP of Consulting Services

Quikteks
Business Technology Solutions

Contact

Thank you for your interest in **Andrew Rich** and **Quikteks**.

Please use the links below to connect with Andrew and learn more.

	Email	arich@quikteks.com
	Website	www.quikteks.com
	Facebook	https://www.facebook.com/Quikteks
	Twitter	https://twitter.com/quikteks
	YouTube	http://www.youtube.com/user/QuikteksSupport
	LinkedIn Company	http://www.linkedin.com/company/238090?trk=tyah
	LinkedIn Andrew Rich	www.linkedin.com/pub/andrew-rich/4/7a8/3a2