

Technology Solutions That Are Just a Right Click Away

By Martin Wilbur

For many companies, pivoting last March from in-person to remote operations was an excursion into uncharted territory fraught with unknowns.

The need to quickly set up employees with safe and secure computers and connections from home was essential for businesses, nonprofits and other organizations.

Right Click Solutions, a Mount Kisco-based computer consulting and IT services business with more than 300 clients in Westchester and Fairfield counties, became a lifeline for their clients who rely on their expertise.

“Some of our clients had listened to some of our recommendations to set up a remote work environment prior to the pandemic. So they were set up, they were seamless once they had the need to work from home,” said Sammi Taplitz, who co-founded the company with her husband, Dan, in 2006. “But a lot of our clients didn’t foresee, most people didn’t foresee this happening. So we really just had to address all the organizations we worked with in order to have that remote work environment.”

She estimated that there was at least a 50 percent spike in daily calls in the first several weeks of

the crisis. Despite an operation now with only 13 employees, Right Click Solutions was able to have just over 80 percent of its clients up and running with remote access within the first two weeks of the mid-March shutdown.

However, the challenge of working remotely isn’t as easily solved as employees turning on a computer or laptop from a home workspace. Most of Right Click’s clients – whether it’s the operation with a few hundred employees or the one-person law office – were set up to be in an office environment, said Dan Taplitz.

Virus protections, firewalls and a secure e-mail system for a company-wide network is more challenging when the overwhelming number of employees are scattered, especially when each employee’s connections are different.

“We knew their network, we knew their operations in the office, we knew everything about their office, but now we’re supporting homes that we’ve never been into,” Dan Taplitz explained of the challenges faced in the early stages of the pandemic. “We don’t know what computers they’re connecting in from, we don’t know their internet connection at home. Are they on wirelessly or are they on a hardwire connection? All these other things



MARTY UMANS PHOTO

Members of the Mount Kisco-based Right Click Solutions team, a computer consulting and IT services company co-founded by Dan and Sammi Taplitz, pictured fourth and fifth from left. They helped dozens of businesses transition from an office environment to remote operations during the pandemic.

complicated things.”

Some companies bought laptops for their employees to limit exposure to problems. But it’s no surprise that there has been a large uptick in cybercrime, he said. The criminals know that millions more people are working from home.

Some of the issues faced by Right Click’s clients has prompted Sammi and Dan Taplitz to begin a series of free one-hour, quarterly webinars to help clients and others interested in key issues technology-related issues.

Called Right Click Academy, the first workshop will be held Thursday, Mar. 25 from 12 to 1 p.m. addressing Intelligent Composable Business.

Topics are derived from industry trends and challenges that companies have faced during the past year.

“It’s one of those things that we compose the IT environment for our clients really based on their needs,” Right Click Solutions’ office manager Sonia Kesselmark said of the first workshop. “We’re not going to give them something they don’t need. We’ve been very conscious of that from a budget perspective and from a needs perspective, so we’re going to go into depth about that.”

Kesselmark said the company had hosted workshops in the past but Sammi and Dan saw a need in the new work environment to address

pressing issues that arose during the pandemic.

This year’s three remaining workshops will be Anywhere Operations, Internet Connectivity and Where is Your Exposure. Dates and times have yet to be determined. Anyone is welcome to register.

“The real premise behind the Right Click Academy is that we really feel there’s a need to educate the community, businesses, nonprofit organizations, really just about technology issues in general,” said Sammi Taplitz.

Dan Taplitz said the need to help companies with their unique challenges isn’t going away anytime soon. Many are predicting post-pandemic of the likelihood that companies will continue to have their employees work from home at least a portion of the time.

“We really take this technology world and break it down to simple terms for people so they understand, so they can work more efficiently from home, making it simple for them and at the same time making it secure for them and breaking it down to their terms,” he said.

For information on Right Click Solutions, including the Right Click Academy, visit <https://rightclicksolutionsllc.com/right-click-academy/>