



“Kelley Connect is always watching, so we don’t have to dedicate brain capacity to server maintenance, cybersecurity, or networking. They’re our IT eyes and ears, which gives us the freedom to work on our business, not in our business,”

– Tim Pritchett, Chief of Operations, Quantum Innovations.

Be knowledge givers. Be servants. Be disruptive. Be fun. Be experts. The five core purposes that guide every aspect of Quantum Innovations’ manufacturing operations.

“We’re very particular about those five b’s. We use them to frame internal and external comms, and they must be present in our vendor relationships. In fact, alignment with our purposes is vital, especially with IT partners like Kelley Connect,” said Mr. Pritchett.

We get it. Manufacturing has lots of moving parts, and so does IT. Our partners need secure data, devices that play nice, working websites, redundant everything, and much more. Because their operations – and core purposes – are at stake.

Quantum Innovations supports the ophthalmic industry – the labs where ophthalmologists and optometrists send our precious eyewear prescriptions – with a mantra of service-first solution delivery, which is as important as their thin-film technology itself.

“Providing the recipe for ultraviolet, anti-reflective, and other eyewear coatings, supporting the tech side, and problem solving for the labs, that’s what we do,” said Mr. Pritchett. “But how we serve is as important as the solutions we provide.”

Which explains why we get along so well. At Kelley Connect our IT experts back knowledge with service and support. Our own recipe for the world’s most precious business commodity: Trust.

“In the early days with just 15 employees, we needed Kelley Connect’s IT subject matter experts for servers, hardware, networking, support, and maintenance,” explained Mr. Pritchett. “Now we have over 85 employees and we’re still growing. The complexity comes quickly, but we trust

Kelley Connect, so we don’t have to worry about the hazards.”

Hazards they rely on us to tackle, like cyber attacks. When the first threat emerged a few years back, Quantum Innovations called Kelley Connect to navigate the moment in real time.

“We fell victim to phishing, and Kelley Connect shored up our vulnerabilities. Now with expansion, remote workers, and more locations, they’re proactive with quarterly security tests. We get to see who passed. When leadership doesn’t, we give them a good ribbing,” laughed Mr. Pritchett.

We deliver expertise, service, and support across all IT domains, so partners like Quantum Innovations know we have their back as needs evolve. Like when success means some internal-IT team mentorship is in order.

“As Quantum has grown, we have hired a full-time IT staff member,” said Mr. Pritchett. “Not only did Kelley Connect help us during the early stages of our interviewing prep and process, but they continue to be an important partner, working closely with Simon, our newly hired IT support person.”

We double down on our commitment to Quantum Innovations – and all of our partners – so they can focus on their business now, and in the future.

“The greatest benefit of our partnership besides freedom to manage day-to-day operations is our point of contact and regular cadence for dialogue. We can ask Kelley Connect what they see now, what 6-12 months out look like, and how can we prepare for that, which feels pretty good,” concluded Mr. Pritchett.