COQUINA SYSTEMS

DELIVERING A BROAD RANGE OF IT SERVICES TO THE TECHNOLOGY PARTNER COMMUNITY

Coquina Systems is an IT services company focused exclusively on the IT Partner Community with a broad range of services in IT Staffing, Data Center Consolidation, Security Threat Remediation and Managed Services. Our proactive approach our services portfolio provides fast response times, exceptional quality and cost-effective delivery. We combine the latest tools, technology and expertise with industry leading best practices to help partners support and manage their projects.

PRODUCT SERVICES

Implementation

Infrastructure Integration

Migration

PROFESSIONAL SERVICES

Cloud Assessment

Data Analysis

Proof of Value

MANAGED SERVICES

IaaS Offerings

Out-Tasking

Software Development

CUSTOMER CARE

Help Desk

Success Management

Technology Residents

PROJECT MANAGEMENT

Industry's Best Project Managers

Flexible Offering with PMaaS

SOLUTIONS YOU CAN SELL

Coquina Systems delivers the highest quality, vetted technology services professionals matched to the specific requirements of each project. Our Services Marketplace™ platform allows you to tap into experts in high-demand practice areas.

- IT Resources & Residency Services
- Cloud Services
- Security and Cyber Risk
- Data Center Automation
- DevOps and SecOps
- Migration Services

- Managed Services
- Technology Upgrades
- Project Management
- Troubleshooting
- Knowledge Transfer
- Emerging Technologies

WHAT'S IN IT FOR PARTNERS

"Our team enables your organization to deliver services to your customers easily and seamlessly with a multitude of benefits."

- We offer competitive rates

- We work together to create your own specialized services bench that is an extension of your team with a variety of experience levels, certifications and clearances.

- Our process makes resources available to you as quickly as possible.

- Our Service Marketplace™ customer success platform provides critical presales content to accelerate your sales process, including a services portfolio database, presales materials, scoping checklists, statement of work templates, project status, tracking and workflow artifacts.

- We provide the opportunity to reduce overall staffing costs for specialized experts.

BENEFITS OF SELLING SERVICES

We don't have to tell you about the value of selling and delivering an array of technology services. Industry experts agree that a higher service-led sales mix translates to higher profits, and that solutions such as deployment, managed and assessment services drive the highest margins for solution providers.

Benefits Include:

- Increase ROI
- Drive higher gross margin
- Increase "stickiness" with customers
- Become the go-to partner for a broader set of services and solutions
- Elevate customer perception by creating a "bigger than life" image
- Position your organization for early discovery of new opportunities
- Shrink project elapse time
- Uncover new clients as services are a critical part of growing demand

FINDING SERVICES OPPORTUNITIES

Once you uncover an opportunity, the team at Coquina Systems is with you every step of the way, from identification to close, to project completion. The best way to find services opportunities is by asking key questions.

Q   *What is the area of highest priority where you would like to have more resources?*

Q   *What challenges do you have delivering across any or all lines of business?*

Q   *How do you handle requests for professional services resources today?*

Q   *Do you have upcoming migrations in the areas of networking, server, storage or software updates?*

Q   *Do you need professional project management or residency resources?*

COQUINA
S Y S T E M S
("co-keen-ah")

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WHAT OUR CLIENTS SAY

" They [Coquina] are very customer focused, and the resources assigned are well qualified. We bring them into an opportunity when we need more resources or have components, we don't have the skillset to handle internally.

Our salespeople have expanded their conversations and footprint within existing accounts and we can stay relevant because Coquina gives us more breadth. This helps reduce the opportunity for customers to look elsewhere for services. "

" The partner relationship with Coquina Systems has been one of the best relationships we've had. They do what they say they're going to do; within the timeframe they commit to and within the cost promised. This excellent level of service often lands us another deal within the same account, allowing us to expand our footprint. One thing I like about them is they don't sell hardware and try to go directly into our accounts. Everything runs through us.

This excellent level of service often lands us another deal within the same account, allowing us to expand our footprint. Coquina has a group of truly talented people. "

" Customer Experience is a key element in retaining and growing our business. When a request is received for a consulting service or managed service, we need to deliver a quality and most timely response. Coquina Systems assists us in winning and delivering the requested services offering, without hiring any new employees. It is like hitting the Easy Button when we need additional services.

We have a core group of consultants, but today it has become impossible to retain on our staff the full spectrum of technology services which we require. Coquina Systems is our trusted source for top-shelf resources, proven tools, and rapid response. "

" Our clients are asking for more and more capabilities, so we plan to expand our services offering to keep pace. Coquina Systems enables us to expand our position as the go-to partner to our clients.

The Coquina management team has extensive experience working for the top technology vendors and so clearly understands the partner community's need to gain and retain that competitive edge via their services business model. "

The Partner First business model from Coquina ensures that they will never compete with us on any services requests which they might receive. The Services Marketplace offering is a comprehensive portal, rich with proven artifacts, which delivers results every time we access.

Coquina is easy to work with, delivers quality team members, and is 100% focused on me, our partnership, and my client. They are a strategic partner as we move through 2020 and beyond.

Coquina's model of having a very diverse technology bench solves many of our problems. I don't think we've had a request that they couldn't solve. They fit very well with my business model and are the most frequent Partner we use in terms of quantity of engagements by far.

This excellent level of service often lands us another deal within the same account, allowing us to expand our footprint. Coquina has a group of truly talented people.

Coquina has enabled our organization to upscale our game quite a bit. From my perspective it's all about getting velocity with the most cost-effective investments, getting up to speed and to market quickly, and they've enabled that for my customers. They've been instrumental in helping me execute my services strategy over the last couple of years and part of the reason we got to where we are today.

When we have a customer that wants a resident for a particular storage or compute technology to come and be with them for a year, we work with Coquina to get that person. It really helps us extend our business so that we get that extra customer touch.

Coquina has helped us develop and cultivate a services business that we did not anticipate having. Instead of our customers going to other service providers they already have contracts with, they're coming to us to help them solve problems in their environment.

Coquina has a network of employees, consultants and partners that can handle any project. Coquina Systems is the first partner I call. Period.