

CUSTOMER SPOTLIGHT

This interview with Michael Von Slomski, Director of Consulting Services for Achieve One highlights key customer successes and provides insight into the unique business model of Coquina Systems.



With the added services provided by **Coquina**, we have increased our services revenue. We've also been able to expand our geographic reach as well, since we are not limited by our local resources to get the projects completed. We can use **Coquina** anywhere without having to bring additional staff onboard.



~ **Michael Von Slomski**
Director of Consulting Services

ACHIEVE ONE

About Achieve One

Achieve One is a regional integrator of technology-based business solutions, serving businesses throughout Virginia and the Mid-Atlantic. Built on products and services from the world's top technology companies, Achieve One solutions are installed, configured and supported by dedicated teams of highly certified experts. Achieve One was founded in 2002 and today has approximately 30 employees.

Meet Michael Von Slomski, Director of Consulting Services

Michael Von Slomski joined Achieve One in 2018 with more than 23 years of experience as an IT transformation executive and change agent.

Mike's role as Director of Consulting Services focuses on guiding customers through multi-cloud adoption and the modernization of their IT departments.



The annual listing of 10 companies that are at the forefront of providing Dell Partners solutions and transforming businesses

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THE INTERVIEW

What is your primary business focus today?

Michael: Our primary business is large data center refresh and implementations, cloud implementations and migration with Azure. We leverage Coquina Systems for SME staff augmentation or the overall project depending on location and complexity. We balance keeping our folks busy and utilized, but augment where needed on a case-by-case basis.

How would you describe your services relationship with Coquina Systems?

Michael: The quality of service with Coquina has been absolutely on par with expectations. They 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 that we don't have the skillset to handle internally. For example, we just completed a SharePoint and Exchange migration to O365 for a State University. Coquina was brought in for project management and staff augmentation for implementation. The project went well and the customer was pleased with the results.

We really liked how Coquina easily integrated with our internal processes and worked with our internal teams to present a united front to the customer. We had the right expertise and skill sets for the customer and got the job done.

What types of projects do you often call Coquina for and how quickly can they respond?

Michael: We rely on them for several technologies. Especially with COVID, companies need to expand virtual desk capabilities and Coquina helped us ramp quickly to support our customers remote initiatives.

In terms of response time, we had a situation on a Friday evening where a customer's hybrid Exchange system was not routing internal emails. Within an hour, they were able to bring in a SME who quickly identified and resolved the issue.

In terms of transparency, we typically provide Coquina resources with an Achieve One email address so they can communicate and schedule activities with the end customer, presenting a unified front, and support has been seamless.



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Have you realized increased sales since you started working with Coquina?

Michael: With the added services provided by Coquina, we have increased our services revenue. We've also been able to expand our geographic reach as well, since we are not limited by our local resources to get the projects completed. We can use Coquina anywhere without having to bring additional staff onboard.

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. Today we have weekly meeting with Coquina, reviewing deals on the table and deals in progress. It helps keep us in sync. We continually review future projects and skills needed, and forecast opportunities for services, looking for additional skills we may not have the bandwidth for.

We've always tried to provide flexibility and value to our customers with an eye on service to solve their challenges. Coquina has been fantastic in working with us to provide the needed flexibility on resources to support our needs. This has been especially important in niche technology areas where it's not practical for us to have a dedicated resource.



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