CLIENT
Goldfish Swim School

INDUSTRY
Health, Wellness & Fitness

TECHNOLOGIES
Chrome Enterprise

BUSINESS NEED
Goldfish's rapid growth created inefficiencies that impacted their ability to streamline business processes.

SOLUTION
Pythian's extensive knowledge and experience with data migration into G Suite made the transition seamless and provided the organization a cost-effective solution, with deskless options for lower storage users. Furthermore, Pythian's robust change management methodology ensured successful outcomes to Goldfish employees.

G SUITE PROVIDES GOLDFISH SWIM SCHOOL FRANCHISING A MORE EFFECTIVE AND EASY WAY TO COLLABORATE ACROSS MULTIPLE LOCATIONS THROUGH A SECURE SINGLE ADMIN SOLUTION WITH THE HELP OF PYTHIAN EXPERTS.

ABOUT

Goldfish Swim School Franchising was created by parents, for parents, with this goal in mind — give kids the platform to build essential life skills that will help them make waves in life. Goldfish created an inviting and safe place where kids overcome their fears, learn to swim, respect the water and have lots of fun while doing it.

From its first swim school opening in Michigan in 2006, Goldfish has grown rapidly to over 95 schools in 34 states and Canada, with more on the way. In any given week, more than 135,000 students partake in classes at Goldfish Swim Schools, learning how to swim and be safer in and around water.

THE CHALLENGE

Goldfish's rapid growth created inefficiencies that impacted their ability to streamline business processes. For example, they had two different email systems for their corporate office and their swim schools, forcing their IT department to support different platforms and forcing users into creative workarounds to enable more effective collaboration.

Many Goldfish users were using Drive to create and share content, even as they weren't able to officially use it with their Goldfish accounts. Schools and offices were in need of a solution that would allow for easy collaboration, low IT investment, and quick scaling as new schools were added. Finally, because of Goldfish's franchise model, the solution needed to be secure and have a single Admin platform.

- One email platform for all of their users
- An easy way to collaborate across all functions and locations
- Integration with Salesforce for schools and corporate office
- Modern, easy to use, scalable and long-term tools

Pythian

RESULT

Goldfish users are now able to leverage a new suite of tools for creating and sharing ideas, at any location. Furthermore, corporate users can quickly sync with the swim school general managers using Google Meet and swim instructors can sync their calendars and swap shifts with colleagues via mobile devices using Google Calendar.

Why Goldfish Chose Pythian & G Suite

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- Integration with Salesforce for schools and corporate office
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THE RESULTS

G Suite was launched in two phases - enabling one email and collaboration system for all Goldfish users in an 8-week timeframe. Starting with the Early Adopter phase, which included representatives from all major user groups, Pythian guided the data migration and change management activities throughout the project.

Pythian's technical engineers were able to work with Goldfish's IT team to ensure users' data was migrated in a timely manner while ensuring minimal impact on day-to-day workflows.

In addition to the technical components of the project, Pythian implemented a deep change management plan, which included multiple training offerings to address the Goldfish team's varying skills and abilities.

Trainings included: Gmail/Calendar Foundations, Gmail/Calendar Optimization, Drive Foundations, and Executive Assistant Gmail/Calendar Foundations. Marketing activities included Kickoff parties for both phases, one-on-one white-glove check-ins on all executive team members, weekly meetings with Early Adopter users, a help site, and swim school packages to prepare their users for the change.

Pythian

The end result was a well-prepared and enthusiastic user base when the Global Go-Live phase was complete. Goldfish users are now able to leverage a new suite of tools for creating and sharing ideas, whether they are in the corporate office or a swim school. Furthermore, corporate users can quickly sync with the swim school general managers using Hangouts Meet and swim instructors can sync their calendars and swap shifts with colleagues via mobile devices using Google Calendar.

> " *The thought of resolving our disparate systems and collaboration challenges was daunting, particularly in the context of our rapid growth. With the implementation of G Suite, collaborating across over 95 schools and diverse geographies has been seamless and more effective than we could have imagined. Pythian's expertise and training guided us through a smooth G Suite launch that saved us a lot of time and infrastructure costs.*"
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> — Bryan Lively, Vice President Of Operations, Goldfish Swim School

ABOUT PYTHIAN

Founded in 1997, Pythian is a global IT services company that helps organizations transform how they compete and win by helping them turn data into valuable insights, predictions and products. From cloud automation to machine learning, Pythian designs, implements and supports customized solutions to the toughest data challenges.

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