Pythian teams up to support global education with NewGlobe

Client
NewGlobe

Industry
Education

Technologies
Database Managed Services

Ongoing Microsoft SQL Server support helps education network scale up to meet its goals

NewGlobe believes every child has the right to a world class education. Since 2007, they've partnered with governments, communities, teachers and parents to support nearly one million students and hundreds of schools across Africa and India.

Data and analytics are a core element of their program. The organization uses near real-time data, analytics and advanced technology to constantly make changes that improve student learning outcomes. Even in the most remote areas, they track a variety of metrics, from student and teacher attendance to test scores and lesson pacing. Their innovations free teachers from administrative tasks and give them more time to focus on teaching.

Keeping these critical systems up and running falls to Lalit Shah and his team. Shah is Director of IT Operations for NewGlobe and works from their headquarters in Hyderabad, India.

"We make a real difference and huge impact by providing education to everyone—not just the privileged," Shah said.

Pythian

A need for many skills, but the budget for just one resource

As the organization grew, Shah's team needed to support more schools and teachers, as well as new geographies. That led to more demands on the education network's Microsoft SQL Server applications. Shah realized it was time to add staff.

However, finding the right resource proved difficult. NewGlobe wanted an individual to handle day-to-day database administration, who was also fluent in Microsoft SQL Server and able to tackle more strategic projects, such as upgrades, replication, archiving and disaster recovery.

"We had a challenge finding that combination of skillsets and did not have the budget to hire two people," Shah explained.

When hiring an FTE did not pan out, Shah turned to Pythian. Through a combination of managed and professional services, Pythian now coordinates Microsoft SQL Server activities for their global education network.

A dedicated team of deep Microsoft SQL Server talent to support future growth

Pythian and NewGlobe now collaborate to help the organization move forward. Pythian uses a team approach to align the right level of resource with their specific needs.

"Working with Pythian allows us to get work done depending on the need," Shah said. "We don't have to hire multiple resources or worry about skillsets."

On a day-to-day basis, Pythian handles database administration and incident management. A dedicated team staffs the account, with individuals located around the world for availability across time zones. When Shah needs additional support for strategic activities and special projects, he knows those more experienced skillsets are at the ready.

"Pythian gives us a pool of people who have specific skillsets that can be tapped as needed," Shah said. "We trust that if they are on a task, we can rest assured that it is in good hands."

He added, "You can rely on Pythian. They are an outcome-driven partner."

The arrangement makes the most of Pythian's extensive team and deep knowledge, while simultaneously helping NewGlobe operate efficiently and cost-effectively. Running a lean IT operations group is another way Shah helps support the organization's mission.

Challenge
While they only had the budget for one hire, NewGlobe needed somebody to handle day-to-day database administration, who was also fluent in Microsoft SQL Server, as well as someone to tackle more strategic projects, such as upgrades, replication, archiving and disaster recovery.

The Pythian Advantage
With individuals located around the world, Pythian can offer availability across time zones to ensure consistent, day-to-day support for database administration and incident management.

When it comes to strategic activities and special projects, Pythian can also offer experienced resources with specific skillsets.

Moving Forward
NewGlobe can work more efficiently and cost-effectively due to the knowledge, expertise, and on-going support offered by Pythian's team-based approach.

"Database administration as a service is a novel concept, and it works for lean organizations like ours that need to focus on their core product or service," Shah explained. "We strive to have uninterrupted coverage. We also need to manage costs efficiently."

Pythian also appreciates the opportunity to support NewGlobe in their mission.

"Our expertise in data and their commitment to leveraging technology to improve education creates a strong foundation for a lasting, successful partnership," said Keith Millar, President of Pythian.

He added, "We are proud to apply our talents and to collaborate with NewGlobe to help achieve their goals."

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Keith Millar
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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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