PYTHIAN DATABASE SERVICES
MICROSOFT DATA PLATFORM

HIGHLIGHTS

- Full lifecycle services from consulting to professional services and managed services

- Microsoft Gold Partner with 100's of certifications + 8 Microsoft MVP's on staff

- Services available around the world through "Follow the Sun" remote geo-distribution on cloud, on prem or both

- 24/7/365 service coverage for always-available, secure and highly performant systems

- Flexible engagement options to fit every need from open scope to packages

- Stringent security posture for reduced risk

- Similar services available for Oracle, Hadoop, Cassandra, MongoDB, MySQL and associated DBaaS options

End-to-end Microsoft SQL Server and Azure SQL services encompassing the full lifecycle of your database including configuration, performance, security, high availability, and application architecture – on-premises or in the cloud. Pythian's Microsoft SQL Server Technical Services provides the services you need, when you need them through a dedicated team of certified, always-on Microsoft SQL Server experts.

Effortlessly customize services by mixing and matching consulting, system design and architecture, ongoing 24/7 incident handling, proactive management, and more for a flexible continuity of service ensuring optimal SQL Server database performance. Accelerate your SQL Server journey through Pythian's proven processes, day-to-day support, stringent security, ongoing monitoring, and regular reporting. It's all delivered by a team of cloud-certified professionals with years of expertise in SQL Server, Microsoft Azure (Synapse SQL, SQL Database and Data Lake), SQL Server on Amazon (RDS) or Google CloudSQL.

We can provide as little or as much support as you need through the following service options:

MANAGED SERVICES

Whether on-premises or in the cloud, experience fully managed operational support for SQL Server database systems through a named team of remote DBA experts you'll come to know and trust. Get 24/7 global operational support, unlimited monitoring and alerting, advanced troubleshooting and root cause analysis, P1 and P2 incident management, daily service tasks, monthly patches and monthly/quarterly progress reviews – along with relentless performance tuning and continuous improvements – at a fixed price.

Your dedicated team of SQL Server experts don't just manage your day-to-day operations. They'll also execute one-off projects at your request, including database migrations or upgrades, database refreshes, disaster recovery, and SQL tuning, along with virtualization through VMware or Microsoft Hyper-V, Transact-SQL (T-SQL) coding, analytics tool integrations, routine task automation,

Microsoft SQL Server Analysis Services (SSAS) or SQL Server Reporting Services (SSRS) integrations, and more.

PROFESSIONAL SERVICES

Our senior, credentialed professional services teams are seriously obsessed about database performance. So take your SQL Server database from "meh" to marvellous with Pythian's expert performance, cost, or availability optimization and database transformation services, along with data model design and development, installation and configuration, high availability and disaster recovery design, deployment automation, performance tuning, upgrades, data center creation, and capacity planning. We'll also implement advanced features such as compression, columnstore, partitioning, in-memory OLTP, data security, encryption, and access configuration, along with data integration through SQL Server Integration Services (SSIS) and general ETL (Extract, Transform, Load) development.

DATABASE MIGRATIONS

Pythian has completed hundreds of successful SQL Server database migrations using a tested and trusted staged migration approach, and can handle any type of migration including moving from one database to a different database, from on-premises to cloud, from version x to y, or from one data center to another.

We will work with you to first develop a detailed deployment plan and roadmap before performing RDBMS to SQL Server migrations (such as Oracle to SQL Server), SQL Server migrations to the cloud, or data center migration to the cloud (Microsoft Azure SQL Database / Synapse SQL, Google CloudSQL, and Amazon RDS).

CONSULTING SERVICES

You can lean on our 20-plus years of data experience and industry-leading Microsoft MVPs for technical and business advice including application access design, data model and database design, architecture design, and SQL Server version recommendations.

Our integrated teams of certified consultants can provide expert advice at every stage of your SQL Server journey, including use case and requirements analysis, existing technology evaluations, hardware recommendations, capacity planning, detailed roadmap and deployment plan creation, and upgrade or migration planning. From issues diagnosis and remediation recommendations to full-blown

data estate strategy and execution, our consultants guide you towards a faster time to value.

SUPPORTING YOU IN THE CLOUD

We have strong partnerships with the top cloud vendors and offer some of the industry's leading cloud expertise. So when you choose to host your database in the cloud, your dedicated Pythian team will include cloud experts able to provide valuable advice and consulting in:

- Cloud solution development
- Cloud platform selection: IaaS vs DBaaS — Amazon Web Services (AWS), Microsoft Azure, Google Cloud
- Detailed design and build
- SQL Server and data migration to, and configuration on, the cloud
- Data access and security configuration
- Cloud platform testing and validation
- Resource optimization for cost savings
- Cloud solutions operations support

We do this all while maximizing your cloud investment to ensure cost efficiency, scalability and high availability.

SAMPLE PROJECTS

- Analyzed and experimented with dozens of metrics to determine which ones were the best predictors of audio drop-offs for audio product company, Sonos, by creating a data pipeline from SQL Server into HDInsight.
- Developed a T-SQL data consolidation script for 20 databases for a large museum in New York City. Performed platform migration for the museum and worked on the migration of data layer integrations for a move from separate databases to one consolidated copy release.
- Developed a data warehouse solution for the Bureau of Finance in one of Brazil's states to help load and analyze invoices to identify possible cases of money laundering and tax evasion.
- Reduced a client's import window from 12 hours to three by re-architecting imports of sales data into a centralized data warehouse for analysis.
- Designed and configured a disaster recovery site for a North American natural gas and electricity retailer using Always-On Availability Groups, ensuring zero data loss during a failover.

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- Performed security reviews on Microsoft SQL server environments of a major US airline to ensure compliance with Microsoft and market security best practices.

- Migrated 6 on-prem SQL Server instances to Azure SQL Database for England & Wales Cricket Board with minimal downtime and no application issues.

- Have been managing 10 instances, including a critical revenue generating instance, for nearly 10 years for a New York based online grocery delivery company, ensuring they remain secure, available and performant.

- Have managed 170 instances for 8 years for Statpro, maximizing availability, security and performance.

WHY PYTHIAN DATABASE SERVICES

Pythian database services ensure your data infrastructure foundation is solid, scalable and efficient, setting the stage for successful data enablement for your organization.

PROVEN PROCESSES AND FIELD-TESTED FRAMEWORKS

No one wants to reinvent the wheel. That's why at Pythian you also benefit from an array of battle-tested processes, frameworks and automation that have delivered successful outcomes time and time again. Our teams follow the latest industry best practices and ITIL processes, perform incident management as needed, and conduct regular outcome-based monitoring and human reliability testing to ensure the highest standard of quality, repeatability and reliability.

24/7/365 SUPPORT

Small anomalies can quickly turn into big problems without timely, knowledgeable IT support. Pythian's multi-platform support teams provide proactive global operational support whenever you need it – anytime of day, any day of the week – and are led by a named project manager who's accountable to you and your organization. Pythian acknowledges and begins troubleshooting support tickets within minutes, no matter when they're filed, ensuring the fast resolution of technical issues regardless of complexity.

FLEXIBILITY IS OUR MANTRA

At Pythian we pride ourselves on our flexibility – whether that's in the form of flexible contracts that can easily be scaled up or down, elastic service packs and advanced services, or no-stress integrations of other technologies and platforms into your SQL Server system. Get a better return on your investment with the right services, and the right skills, at the right time for you.

TECHNOLOGY WIZARDS

Pythian brings cutting-edge technology to bear on any client engagement, including a self-service customer portal. Benefit from automated best practices and our integrated ticketing system including auto-escalation and alerting for lightning-fast response times.

VAST POOL OF EXPERTISE

With Pythian you don't just get a named, dedicated team of SQL Server specialists – you also have access to a small army of senior credentialed experts well versed in a wide range of complementary technologies, platforms, and potential integrations. Our 20-plus years of data experience allows us to hit the ground running during any engagement, from solving one-off issues all the way to managing and optimizing your entire SQL Server environment.

BUILT WITH SECURITY IN MIND

Security has been one of Pythian's guiding principles since Day One. In a world with no shortage of IT security threats, we've doubled down on this airtight security posture through ultra-secure connectivity methods, along with an audited security framework and rich experience in regulatory compliance. We also conduct comprehensive employee background checks, rigorous employee security policies, and mandatory training on HIPAA/ HITECH, PCI DSS and the Privacy Act.

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WHATEVER YOUR DATA NEEDS, WE HAVE YOU COVERED

We provide expert services for the leading traditional and emerging database, data warehouse and analytics technologies, both on-premise and in the cloud. We are the top choice for businesses that have a combination of traditional and non traditional databases, or hybrid on-premise/cloud environments. Your Pythian subscription also gives you access to experts in many data systems including Hadoop, Oracle Database, Oracle EBS, Cassandra, MongoDB, MySQL, SQL Server, DBaaS offerings on Google Cloud Platform (Google CloudSQL, Google Cloud Datastore, Google Cloud Bigtable, Google BigQuery), AWS (Amazon RDS, Amazon DynamoDB, Amazon Redshift, Amazon Elastic MapReduce), Microsoft Azure (Microsoft Azure SQL Database, Microsoft Azure Synapse, Microsoft Azure DocumentDB, Microsoft Azure HDInsight). We help our clients get the most from these technologies by offering everything from reliable, scalable and efficient IT infrastructure services, through to enterprise analytics platforms.

For more information on this or other Pythian services, contact us at **info@pythian.com**.

"By monitoring our databases and application servers, improving performance, and optimizing our infrastructure, Pythian gives me the confidence that my ecommerce site is fast, stable, and responsive to our customers."

— *VP of IT, a major clothing retailer*

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ABOUT PYTHIAN

Pythian excels at helping businesses around the world use data and the cloud to transform how they compete and win in the data economy. From cloud automation to machine learning, Pythian leads the industry with proven innovative technologies and deep data expertise. For more than 20 years Pythian has built its reputation by delivering solutions to the toughest data challenges faster and better than anyone else.
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