

Analytics Platform Support (APS) Services



Data analytics is at the core of every organization's strategy. Having accessible, secure, clean, and reliable data for analytics is highly important to increase user trust and reliance. The systems housing this data have transformed into critical assets, and users demand not only availability but also accuracy and adaptability.

Typically, teams managing these systems face escalating challenges, ensuring operational continuity, meeting business needs, and integrating essential features in a timely and secure manner. In navigating this landscape, it makes sense to have a trusted, experienced partner offering comprehensive support with the right expertise.

Ensure your analytics platform operates 24/7 with Pythian. We possess the diversified expertise required to support, scale, and evolve your platform based on business priorities, whether it's DataOps, MLOps, FinOps, or other Cloud analytics capabilities to meet business priorities.

Experience reliable coverage without the hassle of hiring, training, and scheduling staff. Gain instant access to specialized skills as needed. Our cost-effective solution not only reduces expenses compared to managing personnel internally but also ensures continuous cloud cost optimization. Typically a reduction of operation costs ranging from 5-20% has been experienced by our customer base. Free your internal team from day-to-day tasks, such as reacting to service requests and backlog management, empowering them to focus on broadening capabilities. Most importantly, reduce risk by entrusting your analytics platform management to a dedicated company experienced in managing the data estate.

Key Outcomes:

- Reduce downtime.
- Maximize cost effectiveness.
- Support in keeping your data flowing.
- Model your data and optimize data quality.
- Gain access to and understanding of beneficial tools specific to your data estate.
- Empower a culture of Continuous Transformation.

Increase your platform reliability with 24/7 oversight!

Partner with a trusted team to look after your analytics platform, with support tailored to your needs, so that you can focus on driving business outcomes faster. Our approach takes your current state and future state as input to ensure we arrive at services that align to your immediate needs and address priorities.

Analytics Platform Support is a Managed Service to reduce downtime, offset costs and optimize through:

A monthly flexible service tailored to your needs including:

- A dedicated team that keeps your platform available, your data flowing, and manages incidents and your service requests, 24/7/365.
- Access to a team of experts who can help you scale, add additional capabilities, ensure data quality, model your data, and maximize cost effectiveness.

Have an analytics platform that is highly reliable and performant 24/7, that can scale and evolve seamlessly.

Our approach includes a one time onboarding that seamlessly transitions to ongoing operations:

Onboarding - One time:

- Onboarding and monitoring setup using appropriate tools (i.e., Pythian monitoring tools, Datadog, DataKitchen, Dynatrace, Splunk, etc.)
- Assess environment for management, support and performance readiness and compliance
- Provide remediation recommendations, and remediate as necessary

Operate and Optimize - Ongoing:

- 24/7 support by Pythian using tools appropriate for the customer implementation
 - Triage, execute RCAs
 - Manage capacity
 - Measure and report SLOs
- Collaborate on priorities for enhancements
- Use Continuous Transformation for consultation, design & plan, and implementation
- Frequent reporting

Pythian's approach takes your current state and future state as input to ensure we arrive at services that align to your immediate needs and address priorities. Gain an analytics platform that is highly reliable and performant 24/7, that can scale and evolve seamlessly.

Why choose Pythian to provide your Analytics Platform Support?

- **Flexibility** - we have services that help you operate and evolve your platform as needed.
- **Experience** - we are experts in data with 26+ years of managing our customers' data estate. Managing analytics platforms and implementing advanced analytics services is how we deliver value to our customers.
- **Diverse data services** - whether you need us to operate your platform or add capabilities like DataOps, FinOps, or MLOps, we meet your requirements.
- **A partner, not a vendor** - our approach is customer focused. We ensure our services support you in arriving at your data analytics goals.
- **Deep cloud partnerships** - our teams have a diversified expertise giving you the best team to evaluate and implement the appropriate technologies in your ecosystem.

With Pythian's focus on achieving business outcomes, all stakeholders in your initiative will realize benefits:

- **Executive leadership:** As a leader managing organizational data estate we are your trusted partner to ensure cost effective, secure, and reliable analytics platform support.
- **Business user/domain expert:** Have assurance that your business objectives are supported by a reliable platform that is available and secure.
- **Technical team:** Vet, prioritize, and implement new capabilities with a team of experts, whether the need is around DataOps, MLOps, FinOps, Visualizations, or other analytics platform capabilities.

Get Started with Pythian

Engage with Pythian's Analytics Platform Support (APS) to have a highly reliable and available team to partner in your digital transformation. Operational services include 24/7 performance monitoring through integration of tools like Datadog, Datakitchen, and Splunk as well as support to diagnose and remediate platform availability. Beyond this, we offer a user help desk and specialized services to evolve an analytics platform (such as DataOps, data compliance and security, pipeline development, visualization development, reporting support, MLOps, FinOps, and AI enablement [GenAI]). Our flexible services give you access to experts who can engage in strategic consultation to inform and implement architecture appropriate for your analytics platform needs whether on premise or in the cloud. To get started, contact Pythian here - <https://www.pythian.com/contact>.

Engage with Pythian's Analytics Platform Support (APS) to have a highly reliable and available team to partner in your digital transformation. Our flexible services give you access to experts who can engage in strategic consultation to inform and implement architecture appropriate for your analytics platform needs whether on premise or in the cloud.



About Pythian

Founded in 1997, Pythian is a data and analytics 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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Pythian

love your **data**