

## PYTHIAN IT FOUNDATION SERVICES

# MICROSOFT SQL SERVER SERVICES

*Customized consulting, implementation and management services that ensure a reliable, scalable and efficient Microsoft SQL Server environment for your business*

### HIGHLIGHTS

- Flexible engagements: Mix and match the services you need month after month
- 24/7/365 service coverage for always-available, high-performing systems
- Services available around the world through remote geo-distribution
- Cost-effective, high-return alternative to hiring internally
- Two millennia of accumulated and documented experience
- Certified teams with advanced Microsoft SQL Server experience
- Similar services available for Hadoop, Cassandra, MongoDB, MySQL, Oracle and associated DBaaS options

A subscription to Pythian's Microsoft SQL Server Technical Services gives you access to a dedicated team of certified Microsoft SQL Server experts that provides you with the services you need when you need them. Customize your service package by choosing what you need—from initial consulting to system design and architecture, through to ongoing 24/7 incident handling and proactive management. This continuity of service ensures the optimal performance and efficient operation of your Microsoft SQL Server database. Anywhere, anytime—in the cloud or on-premise.

We provide you with the Microsoft SQL Server expertise you need to take you from strategic planning through day-to-day operations. Your dedicated Microsoft SQL Server team is complemented by our cloud-certified professionals who have extensive server experience in Microsoft Azure (SQL Data Warehouse, Database and Data Lake), Amazon (RDS) and Google Cloud Platform.

Microsoft SQL Server Services provides you with as much support as you need. Choose from these service options to customize your subscription:

### CONSULTING SERVICES

- Use case and requirements analysis
- Evaluation of existing technology environment
- Application access design
- Data modeling and database design
- Hardware recommendations
- Capacity planning
- Detailed deployment plan and roadmap
- Upgrade and migration planning
- Microsoft SQL Server version recommendations
- Cloud platform recommendations
- Architecture design

## IMPLEMENTATION SERVICES

- Data model design and development
- Installation, configuration, and upgrade
- Database partitioning
- Data access configuration
- Cluster design
- Data center creation and migration to the cloud (Microsoft Azure SQL Data Warehouse/Database, Google Cloud Platform and Amazon RDS)
- Data integration: SQL Server Integration Services (SSIS) and general ETL (Extract, Transform, Load) development
- Deployment automation
- Multi-data center disaster recovery implementation
- RDBMS-to-SQL Server migration (e.g., Oracle-to-Microsoft SQL Server)
- Advanced troubleshooting and performance tuning
- Transact-SQL (T-SQL) coding
- Security configuration and system integration
- Pre-production health check and review
- Analytics tool integration
- Business Intelligence: Microsoft SQL Server Analysis Services (SSAS) and SQL Server Reporting Services (SSRS)
- Virtualization: VMware and Microsoft Hyper-V

## MANAGEMENT SERVICES

- Remote DBA services
- On premise DBA services
- 24/7 global operational support
- Advanced troubleshooting of issues
- Root-cause analysis and corrective action of data issues
- Deployment of required upgrades
- Routine task automation
- SQL Server application support
- Ring health monitoring and management
- Performance management and tuning
- Continuous improvements
- Database repair
- Incident response

## 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 who will provide valuable advice and consulting in:

- Cloud solution development
- Cloud platform selection: IaaS vs DBaaS - Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform (GCP)
- 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 for SQL Server 2012 Enterprise Edition, ensuring zero data loss during a failover.
- Performed security reviews on Microsoft SQL server environments of a major US airline to ensure compliance with Microsoft and market security best practices.

## WHY PYTHIAN IT FOUNDATION SERVICES

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

### DEEPEST BENCH

You get a dedicated experienced Pythian team—backed by hundreds of additional Pythian experts who can collaborate on particular issues or provide additional expertise as needed. Our ability to hit the ground running means we can start solving your SQL Server issues faster, or quickly take on the management of your SQL Server environment from initial planning to monitoring to analytics and APIs.

### FLEXIBLE CONTRACTS FOR BETTER VALUE

Customize your subscription to get the right services and the right skills at the right time for you. Your Pythian team is equipped with the best tools and technologies to deliver the best outcomes faster—which means a better return on your investment. Increase, reduce, or cancel your Pythian subscription with only 30 days' notice and experience the Pythian difference risk-free.

### RESPONSIVE, RELIABLE TEAMS

Your Pythian team works seamlessly with your organization to become your remote colleagues. We can help you fill the gaps in your in-house team or become your entire SQL Server team, taking on the management of your system, 24x7x365. We use the FIT-ACER™ human reliability checklist as a method of ensuring the highest standard of quality, repeatability and reliability.

### TECHNOLOGY ENABLED

We have captured and documented processes and knowledge from two millennia of successful engagements—if you have a challenge, we've probably seen it, solved it, and documented it. This amassed knowledge is always accessible to your Pythian team, and enables them to securely and efficiently deliver the best outcomes, faster.

### SECURITY FOCUSED

Pythian's security framework includes the policies, methods, and tools to ensure your systems and data are always protected. At the core of this framework is Adminiscope™, our unique privileged access management solution that enables your Pythian team to bypass the Internet and its associated risks whenever they work remotely on your business-critical systems. We ensure a high level of security in our people through comprehensive employee background checks, rigorous employee security policies, and mandatory training on HIPAA/HITECH, PCI DSS and the Privacy Act.

### BEYOND CUSTOMER CENTRIC

Our work goes beyond just delivering a positive customer experience. Because we work so closely with our clients, we are able to see things through the customer lens and take a proactive approach to resolving anomalies and issues before they become problems.

## 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 Cloud SQL, Google Cloud Datastore, Google Cloud Bigtable, Google BigQuery, Google Cloud Dataproc), AWS (Amazon RDS, Amazon DynamoDB, Amazon Redshift, Amazon Elastic MapReduce), Microsoft Azure (Microsoft Azure SQL Database, Microsoft Azure SQL Data Warehouse, 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](mailto:info@pythian.com)

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“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 is a global IT services company that specializes in designing, implementing, and managing systems that directly contribute to revenue and business success. We help companies adopt disruptive technologies to advance innovation and increase agility. Our highly skilled technical teams work as an integrated extension of our clients' organizations to deliver continuous transformation and uninterrupted operational excellence using our expertise in cloud, databases, DevOps, big data infrastructure, advanced analytics, and infrastructure management.

### OFFICES

Ottawa, Canada

New York City, USA

San Francisco, USA

London, England

Sydney, Australia

Hyderabad, India