
PYTHIAN IT FOUNDATION SERVICES

MYSQL SERVICES

Customized consulting, implementation and management services that ensure a reliable, scalable and efficient MySQL environment for your business

HIGHLIGHTS

- Flexible engagements: Mix and match the services you need month after month
- 24x7x365 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 team with extensive experience designing, launching and supporting MySQL architectures—both Community and Enterprise editions
- Cloud-certified experts: Microsoft Azure, Amazon Web Services, and Google Cloud Platform

A subscription to Pythian's MySQL Services gives you 24/7 access to a dedicated team of certified MySQL experts that provides you with the services you need, when you need them. You customize your service package by choosing what you need—from system design and architecture, to initial response and incident handling, to proactive management. This continuity of service ensures the optimal performance and availability of your MySQL database. Anywhere, anytime—in the cloud or on premise.

MySQL 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
- Indexing and coding strategies
- Hardware recommendations
- Capacity planning
- Detailed deployment plan and roadmap
- Upgrade and migration planning
- MySQL version recommendations
- Cloud platform recommendations
- Architecture design

IMPLEMENTATION SERVICES

- Data model design and development
- Installation, configuration, and upgrade
- Data partitioning and sharding
- Data access configuration
- Cluster design: MySQL NDB Cluster, Galera Cluster for MySQL, Amazon Aurora and MariaDB Galera Cluster
- Data center creation and migration to the cloud: Oracle MySQL Cloud Service, Google Cloud SQL, and Amazon Relational Database Service (RDS)
- Data integration
- Deployment automation
- Process automation through advanced script writing
- Multi-data center disaster recovery implementation
- NoSQL-to-MySQL migration (e.g., MongoDB to MySQL)
- Replication: MySQL replication (master-slave or master-master setup), Tungsten Replicator
- High availability: MySQL Master High Availability (MHA)
- Advanced troubleshooting and performance tuning
- Security configuration and system integration
- Pre-production health check and review
- Analytics tool integration

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
- 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 platform 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
- MySQL database 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.

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 MySQL issues faster, or quickly take on the management of your MySQL environment through 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 MySQL 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 lense and take a proactive approach to resolving anomalies and issues before they become problems.

“Pythian has been an extension of our team. I can spend eight hours researching an obscure problem or call them and they've probably encountered it before and can fix it. They provide us with that depth of expertise on a dime and we've been able to lean on them for maintenance and operation support.”

— *Bo Shi, Software Engineer, TinyCo*

SAMPLE PROJECTS

- A national education organization offering online resource collaboration services hired Pythian for a migration from Amazon RDS to Amazon Elastic Compute Cloud (EC2). We implemented fully automated configuration and deployment using Ansible.
- A major US healthcare insurance provider needed help with a large-scale data modeling project. Pythian consolidated health claims data for a 14-TB partitioned database, tracked proposed changes, analyzed their impact, and consulted on performance issues.
- A presidential campaign required management of database operations. Pythian provided MySQL support in Amazon RDS and multi-region Amazon EC2. To ensure the success of campaign database operations, we provided operational support, change and release management, emergency needs 24/7 plus real-time support.
- A corporate webmail application needed a database to handle large volumes of intranet queries as well as archive and manage historical data. Pythian designed a reliable InnoDB database capable of handling thousands of intranet queries per minute, archiving and managing historical data, and also generating complex reports.

WHATEVER YOUR DATABASE, 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

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

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Hyderabad, India