

Welcome to Pythian, your Google Premier Partner



Agenda

- Who is Pythian?
- Pythian's Technical Support
- Getting started with our Technical Support
- Ticket Priority and SLAs
- How else can we help you?
- Pythian can help with more than just Google Workspace
- Q&A

Who is Pythian?

Pythian maximizes the value of your data estate by delivering advanced on-prem, hybrid, cloud and multi-cloud solutions while solving your toughest data and analytics challenges

25

Years of Operational
Excellence

450+

Experts Across Every Data
Domain & Technology

~430

Customers Globally



Premier Partner

140+ Certifications

8 Specializations, MSP
Badge, Partner &
Technical Advisory Bds



Advanced Partner

100+ Certifications

Migration & DevOps
Competencies



Gold Partner

20+ Certifications

5 Competencies,
Including Data Analytics
and Data Platform



Platinum Partner

150+ Certifications

Advisory Board Member



Silver Partner

40+ Certifications

Migration Factory
Certified Apps Hosting

25

Years in Business

450+

Experts Across 5 Continents

430+

Customers Globally

100,000

Workloads/Data Systems
Migrated or Managed

400,000

Google Workspace Seats
Under Mgmt.

110+

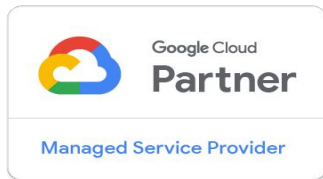
GCP Certifications

25

Partner Expertises

4x Winner

2013, 2016, 2018, 2020 Partner of The Year



Pythian's GWS Technical Support

- **Unlimited support tickets**
- **Best in class technical support** - we have an over 97% CSAT!
 - Our support is targeted at super admins and admins for [Core Services](#)
 - We provide best effort assistance for unsupported services
- **Concierge service for Google support tickets**
- **5 free sandbox domains**
- Set up free **license threshold notifications automated straight to your inbox**

Products supported:

Google Workspace Core Services | Chrome devices | LumApps

(Admin Console, Gmail, Drive and Doc editors, Meet, Calendar, Classroom, Contacts, Google+, Currents, Hangouts, Chat, Voice, Mobile management, Jamboard, Groups, Cloud Search)

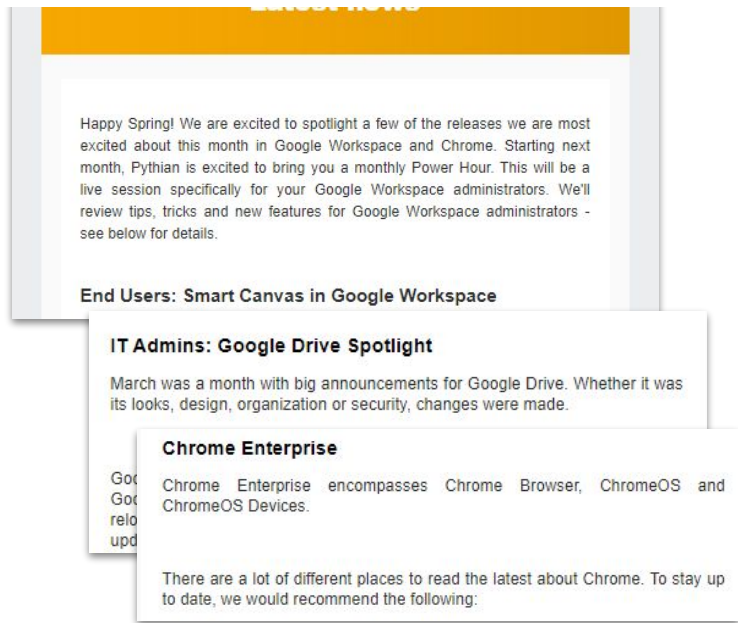
There's more

[Sign up here](#)

Quarterly Webinars



Quarterly Grow with Google Newsletter



Getting started with Pythian Technical Support

Get your Pythian support profile created for your support admins.

Send an email to collaborationsupport@pythian.com with the information below for each Admin within your organization who requires access to Pythians support portal.

- **Name:**
- **Title:**
- **Email address:**
- **Phone number:**
- **Working timezone:**
- **Do you want to grant this user unrestricted access to all tickets created for your company or restrict the access to tickets created by themselves?**

Additionally

You can grant access to different users, but all of them have to be Admins.

Admins with portal access can see all the company tickets. Admins without portal access can still open tickets. On their inbox, they will see the tickets threads they created or were added to.

How to get support

Open a ticket with Pythian Support

Help us help you - follow [these best practices](#) to expedite resolution to your ticket.

-  Email collaborationsupport@pythian.com
-  Directly from the [Pythian Client Portal](#)
-  Call us at 1-866-798-4426 ext. 3597

Escalation procedure:

Request your ticket be escalated at the portal by changing the status to "Critical" or in the ticket following the instructions [here](#).

Did you know?

The Pythian support team collectively has decades of experience supporting Google Workspace!

Support directly from Google

As a Google Workspace customer, you have direct access to support from Google.

As a customer of Pythian, you also get concierge service for your Google support ticket - we will advocate for you while we ensure timely and satisfactory responses on your behalf.

[View this Google Support article](#) for guidance on opening a Google Workspace support ticket on your own and [this article](#) for guidance to manage your cases in the Google Customer Care Portal.

Google offers separate support for developers here: [Google Workspace Developer Support](#)

Service Level Objectives

Service Level Category	P1-Critical Impact (Urgent)	P2-High Impact (High)	P3-Medium Impact (Medium)	P4-Low Impact (Low)
Type of Issue	○ Critical service issue affecting all users ○ Service unavailable or unusable with no workaround	○ This issue is critically impacting a single user or critically impacting collaboration among users ○ Product does not work as expected, with no feasible workaround	○ Product does not work as expected but a workaround is easily available ○ User or users affected but can still function	○ Product does not work as desired, but functions (a workaround is not necessary)
Response Time	1 hour	4 hours	8 hours	8 hours
Available	24x7x365	8am-5pm M-F CST	8am-5pm M-F CST	8am-5pm M-F CST
Measurement	1 hour from date ticket created to first meaningful response.	4 hours from date ticket created to first meaningful response within available hours.	8 hours from date ticket created to first meaningful response within available hours.	8 hours from date ticket created to first meaningful response within available hours.
Data Source	Pythians ticketing system	Pythians ticketing system	Pythians ticketing system	Pythians ticketing system

If you're interested in any of these additional services, please reach out to your Pythian account manager.

Additional services

We have decades of experience in Google Workspace and all our engineers are certified Google Workspace administrators. We also have certified Chrome O/S administrators.

- ❑ **GWS Security Review**
- ❑ **GWS Training for your teams**
- ❑ **Migrations to GWS**
- ❑ **Chrome O/S consulting**
- ❑ **GWS consulting**

Take your Google Workspace to the next level, Pythian's partner network includes:



We are also a Chrome Enterprise partner - talk to us about pilots, managing your Chromebooks, or transitioning from Windows/Macs to ChromeOS.

**Pythian is more than just
Google Workspace support**

Cloud Services

Google Cloud

Resell

Google Cloud

Google Workspace

ChromeOS

3rd party - Okta, LumApps, BetterCloud, CloudM, Backupify,
AODocs, Virtru, Zix, Copper

Support & Enablement

Google Cloud

Add on Support

GCP Foundations

GCP Security

FinOps

Google Workspace

GWS Security

GWS Migrations

Change Management

End User Training

Capabilities to transform your business

Using data, analytics and cloud to enable new business models and new operating efficiencies

Data & Cloud Advisory

Data Strategy

Cloud Analytics

Cloud Transformation

Cloud Cost Optimization

Infrastructure
Modernization



Data & Analytics

Data Management

Data Architecture

Data Governance

Data Security

Data Modeling



Cloud Data Platforms

Data Platform Strategy

Data Warehouse
Modernization

Enterprise Cloud Data
Platform

ETL/DataOps/MLOps



Data Insights & Analytics

Data Strategy

BI/Data Visualization

Analytics

Machine Learning



Database - Cloud, Open Source, Ent.

Database Estate
Planning/Financials

Database Migrations

Database Management

Database Performance
& Cost Optimization



Applications

Enterprise Systems
Oracle EBS, SAP

Collaboration - End
User and Workspace

Cloud Native Analytics
Development

Application Refactoring
for Cloud



Infrastructure/DevOps

Cloud Migrations

Cloud Management

FinOps

Infrastructure Automation - IaC

CI/CD



**We look forward
to working with
you!**





love your data