

PYTHIAN SOLUTIONS FOR GOOGLE CLOUD

Managed Google Workspace Administration



Productivity and collaboration solutions

Google Workspace is a feature-rich solution that requires focus and know-how to fully leverage its powerful collaboration capabilities. And, if you're like most organizations, the administration duties of Google Workspace are just one of a multitude of priorities for your team.

Whether you're down team members or looking to power up your Google Workspace initiatives, Pythian can help. With more than a decade of Google Workspace administrative and engineering support expertise (including the very first corporate migration to Google Workspace), Pythian has worked with hundreds of organizations to make best practices, security and key processes standard operating procedure -- and will do the same with your organization.

Solution Highlights

- Support
- User Lifecycle Management
- Google Workspace Health Check
- Weekly End-User Google Workspace Training Sessions
- License Management & Optimization
- Google Workspace Practices Review
- Change Management
- Reduced Hourly Rate for Projects
- Monthly Hours Block

Managed Google Workspace Administration Services

	Basic	Standard	Enhanced	Enterprise
Support	Basic	Standard	Enhanced	Enhanced
Google Ticket Concierge	✓	✓	✓	✓
Monthly Intro to Gmail Training for End Users	✓	✓	✓	✓
License Management and Optimization		✓	✓	✓
Google Workspace Health Check		✓	✓	✓
Reduced Hourly Rate for Projects		✓ 10% discount	✓ 15% discount	✓ 20% discount
User Lifecycle Management			✓	✓
Change Management			✓	✓ Enterprise
Weekly End User Google Workspace Training Sessions			✓	✓
Google Workspace Practices Review				✓
Monthly Hours Block				✓

Support

The following support packages are created to meet the needs of your organization. From recommendations to direct implementation, Pythian has you covered every step of the way.

Basic Support

Pythian will provide information and support needed to quickly resolve critical issues and will provide recommendations for submitting to Google Support services. Basic support services include:

- Non-emergency Google Workspace support during Pythian business hours
- 7x24 Google Workspace Priority 1 emergency support
- Creating and managing tickets in Google's support portal

Standard Support

Provides you with all support services in the Basic Support package, in addition to the following hands on initiatives from Pythian:

- Advanced expertise in ticket engineering review
- Assistance with support information gathering with domain administrators
- Support for third party Google-related software products purchased through Pythian

Enhanced Support

Includes all support services in Basic and Standard, in addition to the following heavy lifting services by the Pythian team:

- Access to immediate support for non-emergency items during business hours
- Gathering necessary support information and executing a quick resolution
- Direct communication with the end user after a ticket is opened

License Management & Optimization

Pythian will provide your organization a review of Google Workspace licenses and usage to help maximize your investment. This service is provided annually in three phases, prior to your Google Workspace license renewal.

Phase 1 Reporting & Analytics	Phase 2 Presentation & Review	Phase 3 Bulk Changes
Pythian will gather and prepare the reporting and analysis for your organization.	Two Pythian facilitated sessions presenting findings and recommendations on license quantities.	Pythian will provide bulk changes as needed

Google Workspace Health Check

Pythian's team of experts will provide an annual health check review, offering recommendations and implementation of Google Workspace's configuration and security settings.

Phase 1 Preparation & Review	Phase 2 Presentation of Findings	Phase 3 Scheduled Checkpoints
Current Google Workspace analysis conducted by Pythian's Google Solution Experts.	A working session facilitated by Pythian, presenting findings, and recommendations for improvements.	Two consulting sessions reviewing the analysis and recommendations, and providing guidance on configuration changes.

Google Workspace Practices Review

Facilitated sessions by Pythian, including an annual review of your current Google Workspace environment and implementation of best practices

Phase 1 Preparation & Review	Phase 2 Presentation of Findings	Phase 3 Scheduled Checkpoints
Analysis conducted by Pythian's Google Solution Experts and your Environment Roadmap created.	A session presenting and reviewing your customized Environment Roadmap.	Two consulting sessions reviewing Environment Roadmap and providing guidance for configuration changes and adjustments to settings.

Weekly End User Google Workspace Training Sessions

Access live instructor-led virtual training sessions held four times per month on a weekly basis:

Week 1	Intro to Gmail
Week 2	Intro to Calendar*
Week 3	Intro to Gmail*
Week 4	Intro to Drive*

*Enhanced and Enterprise package only

User Lifecycle Management

In addition to performing the onboarding & offboarding, Pythian engineers will implement procedures and automation as needed for workflows on a consistent basis.

Change Management

Keep Google Workspace knowledge fresh with Pythian's Change Management services provided by our PROSCI certified Change Management experts.

Change Management

- Review of current Google Workspace adoption and effectiveness, plus recommendations for deeper utilization.

Enterprise Change Management

- Includes services in Standard Change Management package.
- Two consultations advising change management implementation strategies.
- Guidance on evolving business transformation with users on Google Workspace.

Reduced Hourly Rate for Projects

Take advantage of Pythian's discounted hourly rates for additional projects and out-of-scope services (*refer to grid for more details*).

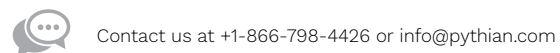
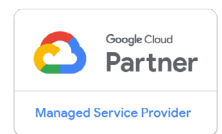
Monthly Hours Block

Tap into an additional block of hours included in the Enterprise package only. Hours may be used for consulting or project work as needed.

Get started with Pythian

Harness the nearly limitless capabilities of Google Workspace and let Pythian ease the Google Workspace admin workload today.

Contact us now.



ABOUT PYTHIAN

Founded in 1997, Pythian is a global IT 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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