

Appsuite Turns to Percona for Scalability and Support to Drive Business Expansion



The company

After its founding in 2010, [Appsuite](#) grew from displaying restaurant information for customers to being a comprehensive tool for hospitality businesses. Now a full-scale SaaS provider, Appsuite serves as a customer relationship management solution, offering point-of-sale integrated CRM, loyalty, reward and gift card programs, and online ordering applications.

AppSuite historically partnered with POS integration software, Oracle Food and Beverage (formally known as Micros), and continues to expand partnerships to other key POS players like Maitre'D. Their best-in-class technology allows them to evolve their offerings and empower hospitality partners to turn their customers into brand advocates.

The challenge

COVID-19 forced the hospitality market forward. Survival required rapidly implementing online capabilities, adopting (more) cost-saving measures, and enhancing operations with broadened management visibility.

Appsuite recognized these threats to its hospitality partners while discovering new opportunities to create value as an SaaS provider. Many growing firms can relate: Appsuite CTO Ross Hunton always wore the DBA hat, but he was not a DBA. At the same time internal expertise was limited, problems like replication issues came up and couldn't be easily resolved.

While their largest customer boasted 30 locations, their goal was to scale to customers with 800+ locations in order to expand their business and serve new segments. Appsuite turned to Percona for long-term, performant, and scalable options to help them reach their goal.

“Percona has the best engineers in the world. Percona provides us with immediate 24x7 access to world-class MySQL engineering support. Avoiding the need to directly hire a skilled DBA has saved us a considerable amount of money.”

Ross Hunton,
CTO
Appsuite

The solution

Percona assisted with an Architecture and Design (A&D) engagement and delivered the recommendations that considered schema design, application design, and cloud infrastructure design.

Appsuite worked closely with the Percona Consulting team, which guided Appsuite through the design and implementation of a scalable, highly reliable database architecture. This included a move to Percona open source database software, [Percona Server for MySQL](#).

Appsuite continues to collaborate with Percona on critical support projects for their production database systems.

Working with Percona

Ross Hunton, CTO at Appsuite, commented that working with Percona is “super easy” and that “their product has been first class.”

The Appsuite team most appreciates that Percona support engineers are meticulous in evaluating, analyzing, and documenting their findings.

Appsuite relies on Percona market-leading MySQL knowledge, responsive support, and expert consulting services.

Appsuite benefits from:

- Percona market-leading open source database software
 - [Percona Server for MySQL](#)
- 24x7x365 expert and responsive MySQL database [Support](#)
- Percona [Consulting](#) experts, who bring decades of experience solving complex database performance issues and design challenges