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 a SaaS provider. Many growing firms can relate: Appsuite CTO, Ross Hunton, always wore the DBA hat, but 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.

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 who guided Appsuite through the design and implementation of a scalable, highly reliable database architecture. This included a move to Percona’s open source database software, Percona Server for MySQL.

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

"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, Appsuite CTO

About the Company
Appsuite grew from displaying restaurant information for customers to being a comprehensive tool for hospitality businesses after its founding in 2010. 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.
**Working With Percona**

Ross Hunton, CTO at Appsuite, commented that working with Percona is “super easy” and that “support is just a Skype chat away 24x7.” He remarked, “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’s market-leading MySQL knowledge, responsive support, and expert consulting services. They benefit from:

- Percona’s 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

**Contact Us**

To learn more about Percona’s services, contact us at +1-888-401-3401 in North America, +44 (203) 608-6727 in Europe, or sales@percona.com.