

Time To Pet Chooses Percona Market-Leading MySQL Support and Consulting Expertise



About the company

[Time To Pet](#) is an SaaS product designed to help pet care companies start, manage, and grow their businesses. They offer essential features such as client and staff management, integrated scheduling and invoicing, and online payments. Time To Pet also provides advanced features such as mobile apps for clients and staff, GPS tracking, automatic charging, visit reports cards, and QuickBooks integrations.

The challenge

Time To Pet was created to solve the most common and time-consuming challenges professional pet care businesses encounter, such as scheduling, invoicing, and client communication. Automating and streamlining these processes saves Time To Pet clients valuable hours and helps prevent administrative errors.

The Time To Pet MySQL database is mission-critical. Even a brief period of interruption would have a severe impact on their service, leading to loss of business and customer dissatisfaction. In order to ensure the database was and remains performant, Time To Pet turned to Percona.

The solution

[Pt-online-schema-change](#) from the [Percona Toolkit](#) (a collection of advanced open source command-line tools, developed and used by Percona) was Time To Pet's first introduction to Percona, saving them countless hours of headaches and downtime. Over the years, they have continued to turn to Percona as a trusted source of information.

As they operate with a small IT team, Time To Pet does not have a dedicated DBA or the experience to perform a mission-critical infrastructure migration. Percona was the obvious choice to help supplement their knowledge and skill gap.

Time To Pet has leveraged Percona's suite of open source tools for years for our routine database administration tasks. When it came time for a more complex MySQL upgrade and infrastructure re-organization, Percona was the obvious choice. They performed a full system analysis, plotted our best path forward, and implemented the changes without any issues. We won't hesitate to call on Percona for our future database projects.

Kyle Thielk,
Technical Co-Founder, Time To Pet

The solution (continued)

Time To Pet utilized Percona Consulting experts to:

- Conduct a full system review to identify and address performance bottlenecks and identify future areas for improvement.
- Migrate from a monolith to an independent database server.
- Upgrade from their end-of-life (EOL) MySQL version to Percona Server for MySQL.

Working with Percona

Time To Pet has used free open source Percona software tools for many years. They have also been Support customers for a year and used Percona Consulting for their most recent database projects.

Kyle Thielk, Time To Pet Technical Co-Founder, commented: “Our Percona consultant provided us with all the options, answered our questions, planned the entire migration, and walked us through the whole process. It was a great experience, and we definitely plan on utilizing Percona Consulting for any future large database projects.”

The most significant benefit that Percona has provided throughout the business relationship has been peace of mind, especially during planning and implementation.

Percona experience and expertise ensured Time To Pet took the best path and avoided any “gotchas,” which was critical for their business success.

Migrating the Time To Pet infrastructure onto a dedicated database server has provided them with years of headroom for future growth. Upgrading their EOL MySQL database to Percona Server for MySQL has given them years of extended operability, with guaranteed security updates.

Time To Pet relies on Percona market-leading MySQL knowledge, responsive support, and expert Consulting services. Time To Pet benefits from:

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