



PetPeople Stores

A Revolution Group Customer Success Story



PetPeople Stores


Your Neighborhood Store for Pets

PetPeople Stores is the neighborhood place for natural foods and quality pet supplies for dogs and cats. The PetPeople team is passionate about providing high quality, natural, wholesome, and nutritious pet food that will improve the health and well-being of pets.

In addition to owning and operating 35+ locations throughout Ohio, Michigan, Illinois, Indiana and North Carolina, the team at PetPeople is deeply committed to supporting local non-profit animal related charities.

PetPeople does not sell dogs or cats in any of their locations. Instead they use their pet expertise and influence to educate the community about the important work of non-profit shelters and rescue groups.

They enjoy sharing their love of pets so much that they have “store dogs” that attend new store openings and visit the PetPeople headquarters in Worthington, Ohio. Understanding that so much time out of a day is spent at work, they promote employees sharing their dogs with customers and coworkers.



PetPeople Challenges



The team at PetPeople is not comfortable resting on their laurels and have always had an aggressive growth plan for their company. Adding 8 new stores in 2016 and looking to add 10 new stores in 2017, the need for a managed IT services provider became very apparent. PetPeople needed a provider that could grow with the company, instead of PetPeople outgrowing them.

PetPeople needed a provider that could not only update and patch hardware and software, but also provide on-site time, best practices, training and more. They didn't think they would find a provider that could encompassed it all...

“If we experienced an internet outage in the middle of the night, we needed to know that whomever we partnered with would inform us and get a good start on correcting it before our business opened the next day.”

Jon Revell, IT Manager, PetPeople

The Selection

After deciding that having a 24/7/365 managed IT services partner would be the best option to propel their company forward, they started searching for the perfect fit.

During their search, two important factors arose - collaboration and communication. PetPeople operates internally by keeping everyone on the same page and sharing different ideas. Finding a partner that fit that mold was a top priority.

After considering multiple IT service providers, PetPeople selected Revolution Group - primarily because of their great reputation. Revolution Group boasts expert level knowledge and experience in hardware, software and networking, and PetPeople was interested in a provider that encompassed all of those attributes. From the first meeting with PetPeople, the communication with Revolution Group was transparent and collaborative, making PetPeople feel confident in Revolution Group as their provider.



Projects

Once Revolution Group began working with PetPeople and monitoring their systems, they noticed the current data backup solution that PetPeople used was inadequate. The solution was too slow and took up a lot of usable space on the host server. After discussing disaster recovery expectations with PetPeople, Revolution Group was able to show them why there was a need for a new backup solution that would cover those expectations.


A company that experiences a disaster might be down for weeks. But with a backup solution that can restore files in a timely manner, that downtime can be all but eliminated.

Seeing the need for a more robust backup, PetPeople asked Revolution Group for a system that they could rely on. After reviewing multiple potential options, Revolution Group presented Shadow Protect to replace their existing backup solution.

Implementing Shadow Protect at PetPeople would greatly reduce times restoring data from the cloud. To implement this new backup solution, PetPeople sourced an affordable disk storage unit (QNAP) to house the backups going forward.



Working Together

A close-up photograph of a small, light-colored kitten with its mouth open, showing its tongue. The kitten is looking upwards and to the left. The background is a soft, out-of-focus blue-grey.

Selecting and implementing a new backup solution for PetPeople was just the beginning. Revolution Group has assisted PetPeople in reimaging machines, installing firewalls and addressing hardware problems, in addition to providing daily proactive support.

Onsite support and training is very important to the team at PetPeople. Knowing that, Revolution Group consistently makes their knowledge and expertise available to PetPeople through webinars, on-site training sessions, tips & tricks and other knowledge sharing venues. This level of expertise and availability is something PetPeople is confident they could not have obtained through in-house resources.

In addition to providing IT training and support, Revolution Group also works with the team at PetPeople in a mentorship role helping them challenge themselves to continuously improve their IT infrastructure. This includes hardware upgrades, software upgrades, best practices and everything in between.

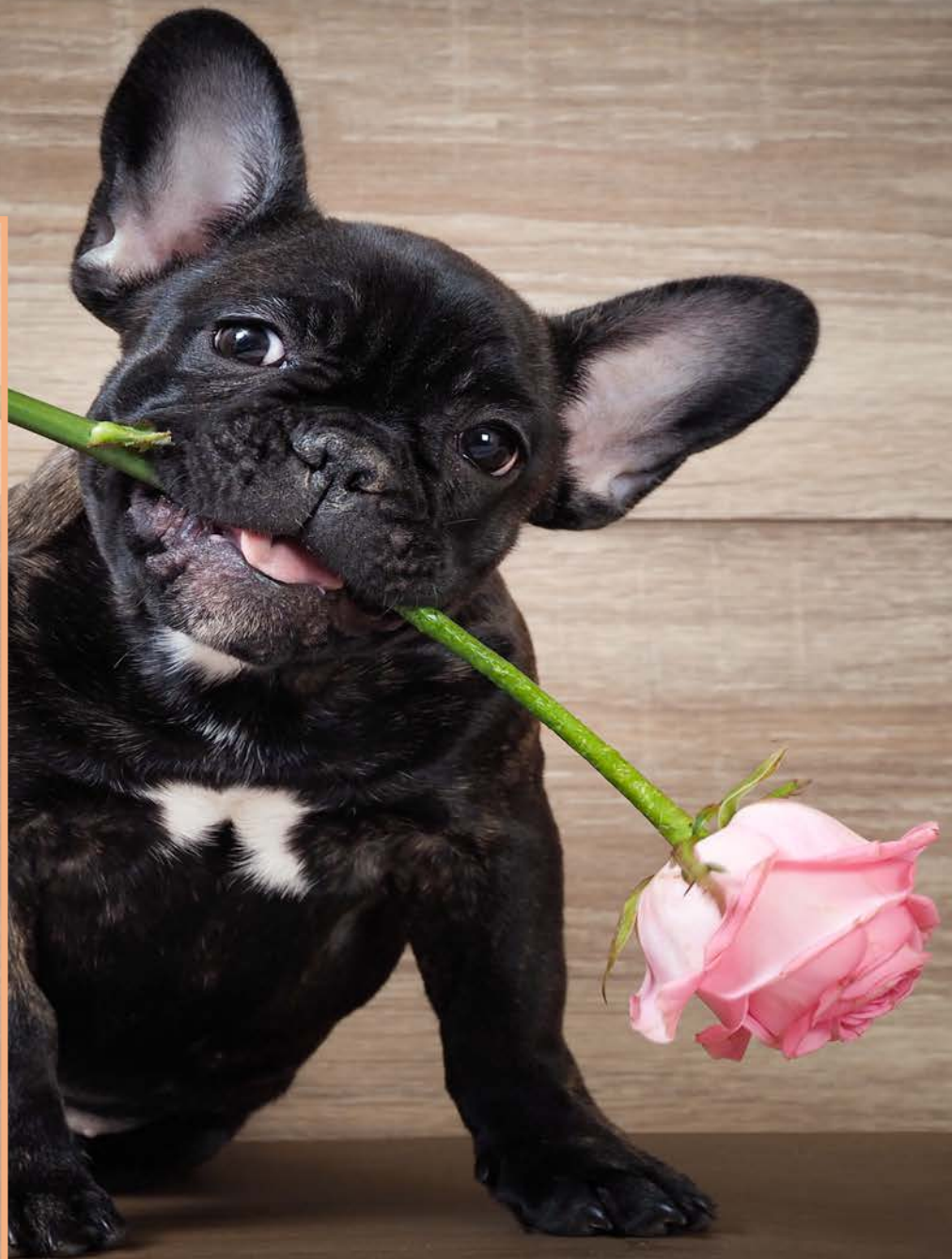
A Perfect Pair

Since partnering with Revolution Group, PetPeople has significantly transformed their IT infrastructure. It is now well aligned with PetPeople's business goals and needs in spite of the significant company growth and change. Having expert IT advice from Revolution Group helps PetPeople rest easy knowing the proper IT products and services will be integrated to help further improve their IT infrastructure.

Currently, PetPeople is in the process of adopting best practices in several IT areas, and they are continuing to meet their IT goals. Because of their partnership with Revolution Group, a new best practice that PetPeople has adopted is maturing their disaster recovery process. By consistently updating their process, they are ensuring that if something critical breaks, they have a proper plan and process in place to get back up and running in the shortest amount of time and with the lowest business impact.

“If there is another business out there looking to grow and mature their IT function, Revolution Group is the partner for you. Absolutely.”

Jon Revell, IT Manager, PetPeople



“I greatly value the ability for me to go home at night and be able to sleep and not worry about things because Revolution Group is monitoring systems at all times. I’m so thankful I don’t need to deal with every register or internet going down after hours.”

Jon Revell, IT Manager, PetPeople





About Revolution Group

Revolution Group is a top-rated, award-winning technology services provider in Central Ohio. Revolution Group can solve your business bottlenecks by gaining insight into your day-to-day business processes and providing your company with solutions that will streamline those processes. Revolution Group allows organizations to discover their full potential and then take the appropriate actions based on those discoveries. Not only does Revolution Group provide their customers with managed IT services, they also provide Salesforce consulting and implementation services, and manufacturing ERP services.

For more information about Revolution Group, visit www.revolutiongroup.com, read our blog, or follow us on the social media sites below.





For more information on adopting a pet, below is shelter information for two PetPeople rescue partners.

Capital Area Humane Society - 614-777-7387

3015 Scioto Darby Executive Ct, Hilliard, OH 43026

CHA Animal Shelter - 614-891-5280

3765 Corporate Drive, Columbus, OH 43231