



Cloud 9 Foot Spa: Driving Scalable Growth and Efficiency with MyTime

Overview

Cloud 9 Foot Spa, a family-friendly spa service provider, operates 8 thriving locations across California, Texas, and Washington. Facing significant challenges with outdated systems that hindered scalability, operational efficiency, and cross-location management, Cloud 9 struggled to unify client profiles, streamline workflows, and grow confidently. Seeking more than just a software solution, they needed a strategic partner that could deliver a scalable, integrated platform tailored to their unique needs. MyTime provided the answer with its all-in-one booking, staff and resource scheduling, marketing, and POS, and multi-location management platform, enabling Cloud 9 to improve operational efficiency, centralize data, and gain the strategic support required to expand nationally.

About Cloud 9

Founded in **2010**, Cloud 9 Foot Spa has redefined the spa industry as **America's family-friendly spa**. Unlike competitors targeting a predominantly female demographic, Cloud 9 caters to families—from grandparents to grandchildren and everyone in between—offering high-quality services at affordable prices. With **8 thriving locations** and a strong reputation, Cloud 9 aims to expand nationwide while maintaining its focus on operational excellence and exceptional customer experiences.

“We are proud to be a family-friendly spa where generations come together for self-care. From young kids to grandparents, we've built a community of loyal customers who continue to choose Cloud 9 year after year.”

— **Sean Peng**, Cloud 9 Founder and CEO



The Challenge

Before switching to **MyTime**, Cloud 9 relied on Mindbody—a system that created significant barriers to growth:

- **Lack of Multi-Location Integration:** Locations operated in silos, preventing seamless use of gift cards, customer profiles, and reporting across locations.
- **Scalability Issues:** “The system we used before did not allow each location to talk to each other... Families traveling to different cities could not use their gift cards across locations and had to register separate profiles.” This made scaling into new markets extremely difficult.
- **Outdated Technology:** Slow adoption of modern tools like Apple Pay and a disjointed POS experience created inefficiencies.
- **Lack of Customization:** Cloud 9 struggled with a rigid system that could not adapt to their unique workflows or evolving business needs.
- **Ignored Feedback:** “Whenever Mindbody introduced a new feature, it felt like they were patching things together rather than solving core problems... After 10 years, they never implemented features critical to our operations.”
- **Patchwork Features:** New features felt like fragmented add-ons rather than integrated solutions, leading to inefficiency and frustration.
- **Poor Support:** Limited responsiveness and a lack of personalized customer care made Cloud 9 feel undervalued.

“Mindbody was not designed for franchises or scale. We struggled with inefficient workflows, disparate data, and felt isolated without a partner to support our growth.”

— Cloud 9 Manager

Cloud 9 Foot Spa’s challenges were deeply rooted in the limitations of their previous system, which hindered both day-to-day operations and long-term growth. With multiple locations operating in silos, critical business data was scattered and difficult to compile, making it nearly impossible to gain a real-time understanding of performance across the organization. Their system lacked scalability, struggled to adapt to Cloud 9’s unique needs, and ignored valuable customer feedback, leaving the business feeling unsupported and constrained.

Cloud 9 needed more than just a software upgrade—they needed a partner who could deliver a scalable, integrated solution tailored to their business model while providing the tools and strategic guidance required to streamline operations and fuel national expansion.

That’s where MyTime came in.

The Solution

When Cloud 9 sought a platform to fuel their national growth, they found a partner in MyTime. MyTime's comprehensive solution offered:

Scalability

A platform purpose-built to support multi-location and franchise businesses seamlessly by unifying operations across all locations. MyTime enables businesses like Cloud 9 to centralize customer profiles, gift card usage, and reporting while eliminating data silos. This integration ensures that families traveling between locations experience a seamless, consistent service, and operators can gain a holistic, real-time view of their entire business performance. Designed with scalability in mind, MyTime empowers growing franchises to expand confidently into new markets without compromising on efficiency, customer experience, or disrupting their operations.

Operational Efficiency

Tools that simplified front-desk processes, enabling staff to quickly learn and efficiently manage operations even during peak hours. By reducing training time by 40%, new hires became productive in just 3 days instead of 5, a critical advantage for high-volume locations like Cloud 9 that handle over 100 customers daily. MyTime's intuitive workflows and automation also streamlined tasks, allowing the front desk to focus more on customer experience and less on administrative burdens.

Customization and Feedback Implementation

MyTime actively listened to Cloud 9's needs, fostering an ongoing dialogue to understand their operational challenges and goals. By collaborating closely with Cloud 9, MyTime implemented feature requests that addressed critical gaps, such as streamlining high-volume workflows, enhancing reporting capabilities, and improving multi-location management. This responsiveness not only solved immediate pain points but also demonstrated MyTime's commitment to building a platform that evolves alongside Cloud 9's growth and operational needs.



Integrated Point of Sale and Reporting

A robust, modern POS system on par with major retail players, seamless payment options such as Apple Pay, integrated workflows, and advanced automation. The system ensures streamlined reconciliation processes and provides detailed, real-time reporting, empowering businesses to make faster, data-driven decisions with confidence.

Strategic Partnership

Proactive, hands-on support combined with a true commitment to understanding Cloud 9's unique needs and long-term goals. MyTime's team went beyond providing software by acting as a strategic partner—offering personalized guidance, implementing critical feedback, and enabling Cloud 9 to resolve long-standing operational challenges. This partnership empowered Cloud 9 to confidently execute their vision for national expansion while ensuring a streamlined, scalable foundation for growth.

Seamlessly Integrated and Impactful Features

A thoughtfully designed platform with truly integrated features that deliver real impact. MyTime builds every tool with a clear understanding of its downstream effect, ensuring seamless integration into the broader system. Unlike competitors who patch together disconnected add-ons, MyTime's features solve core business challenges holistically. As Cloud 9 shared, each update feels intentional, enhancing workflows without adding complexity. “Every update from MyTime feels seamless and impactful. It's as if the engineers truly understand our challenges—like managing high volume efficiently—and build features that solve our exact needs.”

Every month feels like Christmas. MyTime listens, implements feedback, and delivers seamless updates that genuinely improve our operations. It's a business model that's going to beat Mindbody.

— Cloud 9 Manager



The Results

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Enhanced Operational Efficiency

With MyTime, Cloud 9 significantly reduced front-desk training time:

- **Training Time Reduced by 40%:** Training new hires now takes **3 shifts instead of 5**, thanks to MyTime's intuitive and easy-to-learn interface. The simplified workflows and automated processes allow new staff to get up to speed quickly, reducing the learning curve and improving their confidence in managing workflows with MyTime. This has been especially impactful for Cloud 9's high-volume locations, where efficiency is critical to serving over 100 customers a day without missing a beat.

We hired an assistant manager from a large spa chain, and they couldn't believe how easy MyTime is to use. Training time dropped from 5 days to just 3 shifts.

— Sean Peng, Cloud 9 CEO

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Multi-Location Management & Reporting

MyTime's unified system allows Cloud 9 to manage all locations efficiently:

- **Benchmarking Across Locations:** Cloud 9 gained immediate, intuitive access to detailed, high-level reports that provide a clear view of performance across all locations. With MyTime's benchmarking tools, operators can easily compare individual store performance, identify trends, and make data-driven decisions. This eliminated the need for manual data compilation, saving time and ensuring that Cloud 9's leadership could focus on strategic growth opportunities while maintaining operational consistency across locations.
- **Linked Appointment-Level Reports:** Improved retention tracking and revenue insights by linking reports to individual appointment and ticket-level details. MyTime's reporting tools provided Cloud 9 with deeper visibility into customer behavior, allowing them to identify trends, monitor retention rates, and uncover opportunities to optimize revenue streams. This level of granularity ensured that Cloud 9 could make more informed decisions, improving overall business performance and customer loyalty across their growing network of locations.
- **Centralized Data:** Cloud 9 now has real-time, company-wide data, ensuring that client profiles, gift cards, and booking histories seamlessly populate across all locations. This integration eliminates the need for manual report compilation and allows families to enjoy consistent service, no matter which location they visit. With a unified view of their business data, Cloud 9 can now make quick, informed decisions to optimize operations and enhance customer experiences.

As you grow beyond 5-6 locations, it's critical to have benchmarking tools. MyTime's reporting makes it easy to compare and improve across locations.

— Sean Peng, Cloud 9 CEO

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Strategic Business Partnership

MyTime goes beyond software by providing tailored support:

- **Consultative Guidance:** MyTime’s team, including account managers, acts as business consultants, providing proactive guidance and best practices tailored to Cloud 9’s unique needs. This level of collaboration goes beyond traditional software support. MyTime listens to customer challenges and transforms feedback into practical, high-impact solutions. For example, Cloud 9 highlighted the value of the reputation management tools, which helped their Redmond location achieve over 200 five-star reviews in just six months—a milestone that typically takes years for most spas to attain. This consultative partnership ensures that Cloud 9 benefits from features that solve real problems, drive measurable results, and align with their operational and growth goals.
- **Strategic Feature Development:** MyTime listens to and values customer feedback, developing features that directly address real business challenges and deliver measurable impact. For Cloud 9, this approach has been transformative. Features like MyTime’s intelligent reputation and listing management tools have delivered exceptional results. Over 200 five-star reviews in just six months. MyTime’s ability to turn customer input into meaningful, integrated solutions ensures ongoing improvements that align with Cloud 9’s goals for growth and operational efficiency.

“With MyTime, we gained a partner who truly listens and builds features that solve real business challenges. Their reputation management tools helped our Redmond location get over 200 five-star reviews in just six months—something that takes most spas 5-10 years to achieve.”

— Sean Peng, Cloud 9 CEO





Ready for Future Growth

Cloud 9 is now positioned to expand its footprint nationwide with confidence:

- **POS Reliability:** A reliable, modern, and fully integrated POS system built to enterprise-grade standards, offering seamless integration with booking, payment processing, and inventory management. MyTime's POS supports all of the advanced payment methods such as tap, dip, swipe, online, and in the app, ensuring a smooth checkout experience for customers while maintaining speed and accuracy for staff. Designed to scale with growing businesses, MyTime's POS provides the reliability and automation Cloud 9 needs to handle high transaction volumes across multiple locations with ease.
- **Scalability:** MyTime provides a platform that eliminates barriers to growth, enabling Cloud 9 to scale operations confidently. By centralizing critical functions like client data, gift cards, reporting, and appointment histories, MyTime ensures that Cloud 9 can seamlessly manage multiple locations and expand into new markets. This scalability is vital for Cloud 9's vision of becoming a nationwide leader in family-friendly spa services.
- **Family-Centric Innovations:** MyTime's team is collaborating with Cloud 9 to design a disruptive, family-focused membership model that aligns with their commitment to providing affordable, high-quality services. By leveraging MyTime's expertise and understanding of industry trends, Cloud 9 is exploring ways to build a membership program that offers real value to families—beyond simple discounts. This innovative approach aims to strengthen customer loyalty, improve retention, and further differentiate Cloud 9 in the competitive spa market, setting them up for sustained, scalable growth.

“We need a partner that listens and builds for the future. With MyTime, we're confident we can develop a membership model that will disrupt the industry.”

— Sean Peng, Cloud 9 CEO



Conclusion

By switching to **MyTime**, Cloud 9 Foot Spa gained more than just a software provider—they gained a true partner committed to their growth and success. MyTime’s scalable, customizable, and integrated platform has enabled Cloud 9 to streamline operations, reduce inefficiencies, and prepare for national expansion.

Key Benefits Cloud 9 Experienced with MyTime:

-  **40%** Reduced training/onboarding time by 40%
-  Improved multi-location reporting and benchmarking
-  Reliable POS with integrated payments
-  Ongoing implementation of critical feature requests
-  Dedicated, hands-on support
-  Centralized company-wide data for better decision-making

With MyTime as a partner, Cloud 9 is set to revolutionize the spa industry, combining operational excellence with innovative technology to deliver unparalleled value to families nationwide. By leveraging MyTime’s scalable, integrated platform, Cloud 9 has established a foundation for seamless multi-location growth, efficient operations, and exceptional customer experiences. This partnership ensures Cloud 9 remains at the forefront of family-friendly spa services, empowering them to expand into new markets while continuing to offer high-quality, affordable self-care solutions for families nationwide.



**Ready to Scale Your Business
Like Cloud 9?**

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