

Country Club & Resort

SSE Improves Efficiency in Operations From Afar For a Florida-based Country Club and Helps Save Money in the Process

Client Need

An exclusive residential country club in Hobe Sound, Florida is owned by 275 members and offers an array of amenities, including an 18-hole golf course, a private 80-slip deep-water marina and yacht club, multiple tennis courts and swimming pools, a fitness center, a spa and several dining facilities. The club has invested in IT infrastructure since 2002, including server and workstation purchases, laptop and thin client purchases, and Jonas (a Club Management Suite of Software) to run the daily operations of the business. In addition to supporting overall management and maintenance, the system handles member scheduling, point-of-sale transactions and inventory control of all the facilities at the Country Club.

Prior to engaging SSE in 2007, the Country Club's environment had seen chronic workstation and network service interruptions, failures causing scheduling errors, and data losses frustrating club members, management and the staff.

The SSE Solution

Initially, SSE conceived and deployed an upgraded IT infrastructure comprising of two new servers to balance the overall server load and have a dedicated point-of-sale system server, 20 new workstations/laptops, and a thin client alternative to reduce overall cost of ownership of the hardware needs. It was at this time that SSE, based in St. Louis, MO, deployed its remote monitoring system called PretechtSM, which provides its clientele with 24/7 network monitoring, identifying potential problems and allowing for remote remediation of most issues before they become a

“PretechtSM has helped us to early identify any potential problems that could cause downtime and solve them before the Club experiences any service interruptions or loss of valuable data. The annual technology review is also very helpful in assessing the state of our system which allows us to plan our capital needs for the upcoming seasons.”

- Ed P. Controller

disruption to the client or a major IT system failure occurs. Once PretechtSM identifies a problem, it automatically generates an electronic ticket that can be addressed by a help desk technician or network engineer at SSE headquarters. In addition, SSE retains a local Florida-based IT service company to provide onsite services, should the need arise.

Now, more than 10 years later, the Country Club's IT infrastructure has been upgraded twice to keep up with emerging technologies and improve the overall performance and reliability of the IT systems in operation. SSE also added the benefit of an annual technology and business review, forecasting IT needs over the next four years. This allows for better budgeting capabilities and hardware replenishment planning as the overall infrastructure ages and upgrades are continually required.

Continued on back

Client Benefits

The Country Club has realized major benefits from PretechtSM and its new IT infrastructure including:

Soft cost savings

Previously, a senior manager at the club blessed with technical aptitude but no formal technical training, was compelled to allocate an average of 25% of her work each week to IT network support. The related soft cost for that diverted use of an executive's time: \$20,000. The dramatic reduction in IT system downtime also translated to the entire staff in less downtime for all.

Hard cost savings

In its first year of operation with the PretechtSM services, the Country Club estimated that it reaped savings of more than \$10,000 in the overall cost of network support.

Reliability

The 24/7 ability of PretechtSM to predict and allow for remote resolution to resolve most network problems before they cause system failures has dramatically improved network reliability, increasing member satisfaction and staff productivity.

Time Savings

With a technically advanced remote support solution provided by PretechtSM and on-site support attainable with a simple phone call, the Country Club staff is now able to manage critical club functions more efficiently.



PRETECHT

Copyright © 2013, SSE. All rights reserved.