ICS

IT • VOICE • VIDEO

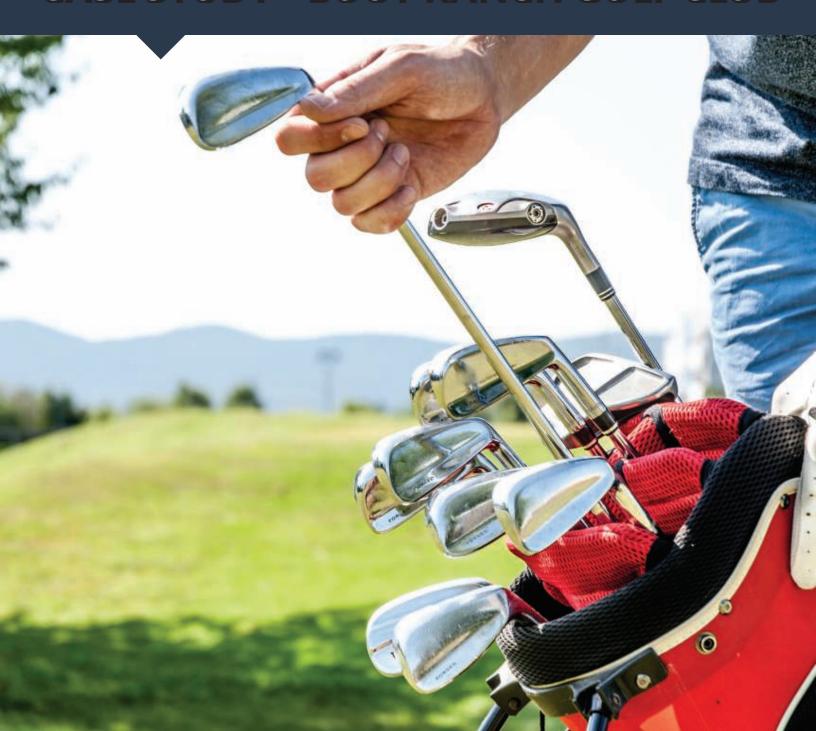*Live IT, Breathe IT, Manage IT*

Celebrating 38 Years of Excellence

Efficient Scaling of IT Infrastructure Facilitates Rapid Enterprise Growth

CASE STUDY - BOOT RANCH GOLF CLUB

Boot Ranch Golf Community is a growing, family-centric golf community in Fredericksburg, TX. Known for its renowned service and rustic beauty of ranch life, Boot Ranch needed an IT and phone system company that provides the same high level of service that their members demand of their own organization.

ANALYSIS

Boot Ranch started as a small golf community with a vision for the future that required strategic planning and a long term partner.

They began their operations with insightful IT strategic planning in the business development phase. Boot Ranch elected to utilize ICS's fixed rate, Managed IT services vs. a reactive, break-fix model.

The developer's vision was creative enough to support their larger vision for the community with scalable, reliable, IT services that easily expanded as the community grew.

Interview With Boot Ranch, Fredericksburg TX

Emil Hale shares the history of Boot Ranch and its relationship with ICS, Inc.

"ICS came to the table obviously with a wealth of capabilities and a tremendous support mechanism to go along with that. I think that's one of the primary reasons that ICS has been with us for so many years. The support is there, and it's been there. We enjoy a pretty close relationship with all of their support team. They've been with us almost from the beginning."

Q. Exactly what services does ICS provide for Boot Ranch?

"They manage our network and our telephone service. This year we did a pretty extensive upgrade of our network, server, telephone systems, and our Wi-Fi. They (ICS) managed all of that, and they handled pretty much all of our IT systems. As a matter of fact, we have an ICS service agent out here right now, working on a few of our workstations.

We have 49 workstations (computers) and 9 point-of-sale stations. All of these are woven into the network, so it's a very sophisticated system that must be monitored daily. It didn't start off this way. We were very small in the beginning. We only had a golf shop with four workstations in the golf shop. We've grown into a pretty large business now."

Q. Obviously, everything is running smoothly. Do you think it's fair to say that ICS is a trusted business? And, would you recommend their services to other businesses?

"Absolutely. They're always on call. They're always available. We depend on ICS, and they provide excellent service. We are in the service business ourselves. We create experiences, and we deal with people on a day-to-day basis at a very high level. For all 107 employees here, that's our mission statement. We take care of the individuals who come through. We're in that service mindset. ICS and their team are all very much the same. They care about us, and they care about how we're operating. So, I would certainly recommend them."

Interview With Daniel Simons, CEO of ICS, Inc.

"ICS supports all facets of Boot Ranch's technology infrastructure for a single monthly fee. We assist with everything from the phone system, cabling, data network, help desk, wireless and all other IT infrastructure Boot Ranch needs. We're using Aruba wireless, Aruba PoE Switches, Mitel VoIP, HP server infrastructure, HP workstations, and Microsoft Office365.

Boot Ranch is a very happy long-term client. They often provide references for us. Our business relationship with them has always been very strong."

CONCLUSION

By hiring ICS early in the process, Boot Ranch was able to smoothly scale its organization while providing the best possible experience for new and existing clients.

In the modern business environment, IT scalability is so important to accommodate business growth. Business IT infrastructures must have adequate computing, networking capabilities, and data storage to accommodate existing sales, service and administrative operations.

The benefits of good planning can increase everyone's efficiency and offer minimal negative impacts to customer service.

Looking for better IT services to scale your organization? For more information about our Managed IT Services and Business Phone Systems, contact ICS today at (866) 427-4722.

CONTACT DETAILS

ICS - IT, Voice & Video
sales@ics-com.net
Phone: 1 (866) 427-4722
www.ics-com.net

Houston | San Antonio | Austin