



*Live IT, Breathe IT, Manage IT*

Celebrating 38 Years of Excellence

Is Your  
Country Club's  
Phone System  
Up To Par?

## CASE STUDY - DOMINION GOLF GROUP



**Are you using antiquated phones that could be costing your members? This can happen if voicemails can't be retrieved. One club with 5 locations was having this issue until we stepped in to help.**

The Dominion Golf Group consists of five private clubs in Texas. Their customers are both members and guests. Four of their clubs were using old phone systems that were no longer supported by the manufacturers. When one of their clubs had problems retrieving voicemail, they knew they needed help. Voicemail and reliable phone service are critical for providing service to their members, prospective members and guests.



## HOW DID WE RESOLVE THEIR VOICEMAIL ISSUES?

Four clubs needed to update their phone systems. We chose Mitel Business Communication Solutions because it was the best system to meet their needs. It's a high-quality, cost-effective business communication solution that utilizes unified communications to take advantage of the cost saving benefits of VoIP (Voice over Internet Protocol).

The transition was seamless for all four clubs. And ICS maintained communications with their telecommunications provider (Time Warner) as well as their IT administrator throughout the conversion projects.

## THE RESULT OF OUR SERVICES?

The client reports:

*"We are extremely pleased. We now have a more efficient phone platform for our managers and staff, as well as reliable and professional service from ICS. ICS has been a great business partner for us. The team is always responsive and provides solutions that support our business today and our expectations for the future."*

## CONTACT DETAILS

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

## SHOULD YOU CONSIDER THE BENEFITS OF VOIP BUSINESS PHONES FOR YOUR CLUB?

### Cost Savings

With VoIP Business Phones, you'll save up to 40% over other phone systems. This is because you're using the same infrastructure as your data network. You'll save on long-distance calling, faxes and interoffice communications. No more costly upgrades and hardware to purchase.

### Mobility

VoIP services integrate with your staff's mobile phones. They can check their voicemails from a mobile phone. They can transfer a call to their mobile phone when they're working in another area of your club or from any other place. This keeps all of your employees connected and accessible wherever they are working. The result is increased productivity and efficiency.

Your phones will function normally whether commuting to another location or sitting in an airport lounge. And, you can make low-cost calls from any place that offers Wi-Fi, such as coffee shops, hotels, and a variety of other locations.

### Increased Productivity

With VoIP Business Phones your team can multi-task without interruption. They can integrate software programs such as email, eFax, CRM's and remote conferencing over the Internet.

This means that they can be speaking to someone over the phone while accessing other applications, including the Internet. They can share documents and conduct virtual meetings. And they'll benefit from enhanced voice clarity that's indistinguishable from traditional business phones.

### Enhanced Features

VoIP technology is designed to work with computers and smartphones. This means that you can take advantage of robust features. You can even use a spoftphone that works on tables which have become so prevalent in today's private clubs.

**Don't risk losing a member or prospect. To learn more about the benefits of using VoIP Business Phones for your golf and cuntry clubs in Houston, San Antonio or Austin, contact the experts at ICS today.**

