



Live IT, Breathe IT, Manage IT
Celebrating 38 Years of Excellence

Who Provides
IT Support &
Communications
Services To Country
Clubs In Texas?

CASE STUDY - SAN ANTONIO COUNTRY CLUB

**5 Main Reasons
Why Country Clubs
Depend On ICS**



ICS is the go-to IT and communications provider for Golf and Country Clubs in San Antonio, Austin and Houston. When the staff at the San Antonio Country Club needed an IT service company with the expertise and fast service they required, they chose ICS.

San Antonio Country Club has an exciting history. It's one of the first country clubs organized in Texas. They played a significant role in the development of golf and tennis in the early twentieth century, both locally and at the state level. Golfing legends and tennis greats have played on the Club's facilities, and because of their unique relationship with the armed forces, many military heroes have been members.

THE SITUATION

San Antonio Country Club has weathered fire, wars, the Depression, and recessions. However, they couldn't function without their information technology or communications systems.

Their previous IT service company only had one technician who understood their systems, so when things went wrong, the staff at the Club had to wait for the service they required. Plus, they needed a certified provider who could:

- Troubleshoot their Avigilon Surveillance and Security System
- Provide a reliable and cost-effective cloud-based Business Phone Solution
- Act as a liaison when they had issues with their club management platform
- Upgrade their WIFI to today's standards.

THE SOLUTION

ICS's team of IT specialists support San Antonio Country Club from every technology standpoint. ICS manages their IT infrastructure, surveillance cameras, structured cabling, WIFI, and Mitel VoIP Business Phone solution. They now have a single source for all of their IT and communication needs.

Marvin Jones, their General Manager, tells us more:

"We chose ICS because they had the staff and services that we needed to manage our information technology. The last company we used only had one employee who could work with our systems, and he couldn't provide the fast and comprehensive service we required when things went wrong.

In addition, ICS is a certified vendor for our Avigilon Security Solution, Mitel Phone Systems and Ruckus Wireless. Along with providing our IT management for an affordable fixed fee, they set up a WIFI network throughout our buildings and outside areas and upgraded our security and phone systems. This is great because we now have one source for all of our IT and communication needs!

We're extremely pleased with their service, and they've provided everything we hoped for. I always recommend ICS to other country clubs and businesses in San Antonio."

5 REASONS WHY COUNTRY CLUBS IN TEXAS DEPEND ON ICS

1. You'll have the reliable and secure technology you need with our affordable Managed IT Services. With Managed Services from ICS, country clubs in Texas know that we assume the responsibility for 24-hour management and maintenance of their IT systems. We monitor and secure their network infrastructure to prevent IT downtime and cybersecurity threats that can shut them down. If irregularities appear, we remotely remediate them, sometimes before they even know they exist. If we cannot repair a problem remotely, we will schedule an onsite visit ASAP to keep their network running.

2. We design, install and maintain Avigilon Surveillance Systems. The physical security for country clubs is of utmost importance. Almost all clubs have surveillance cameras, but unfortunately many of them are still using antiquated analog cameras. These cameras provide poor

visual evidence and are often deemed useless. The safety of a club's guests and staff could be enhanced if they have a properly designed and installed surveillance system. Plus, it is a deterrent to criminals who want to steal or vandalize your property.

We design, install and maintain Avigilon Security Cameras, a powerful new cloud surveillance platform and high-end solution that will pay for itself in your peace of mind.

Our surveillance system specialists perform a complete assessment and design. After we secure your approval, we will:

- Professionally install the surveillance system.
- Conduct training for you and your selected staff on how to use the system.
- Provide ongoing maintenance of the surveillance system on a month-by-month basis.

By implementing surveillance systems from ICS, golf and country clubs in Texas have fortified their facilities against break-ins and other criminal acts. They have the peace of mind knowing that both their guests' and employees' safety is ensured.

3. You'll benefit from our cost-effective Mitel Business Phones. Cloud phone systems from ICS provide a high-quality, cost-effective business solution that utilizes unified communications to take advantage of the benefits of VoIP, tablets and mobility.

YOU'LL BENEFIT FROM:

Cost Savings With VoIP Business Phones customers save up to 40% over other phone systems. This is because you're using the same infrastructure as your data network and you do not need an on-site server. The club will save on long-distance calling, faxes and interoffice communications.

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

Increased Productivity With VoIP Business Phones your team can multi-task without interruption. They can integrate software programs such as email, eFax, and remote conferencing over 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.

4. We act as your liaison for Jonas Club Software and Clubessential when you need support. No more worries about hanging on the phone or waiting for the support you need for these club-management platforms. Our team is versed in their application and features, and can be your direct contact for the support you need. We'll troubleshoot problems and ensure you're getting the most for your money from these popular country club management solutions so you can provide the service your members and guests deserve.

5. You'll benefit from up-to-date WIFI Services. Today you need up-to-date WIFI more than ever. Not only does your admin staff and guests need their own access, but your wait staff in your dining rooms and clubhouse now use iPads to take orders. The WiFi of the past does not support this. We can rebuild and upgrade your wireless solutions to ensure your staff has the ready access they need, and your guests can enjoy seamless, uninterrupted WiFi service without tapping into your club's private network. And we'll ensure that your staff and guests all have the connectivity they need throughout your facility.

Learn more about the benefits ICS provides. When you do, you'll agree that we are the go-to IT & Communications Provider for golf and country clubs in Houston, San Antonio, Austin and the Rio Grande Valley.

CONTACT DETAILS

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