



ADEPT IT Managed IT Support

Customer:

Clifton Springs Golf Club
Clifton Springs, VIC,
Australia

Industry:

Hospitality

Needs Expressed:

- Email access
- 24 hour IT Support
- Backup
- Antivirus and Security
- Server Support

Benefits Realised:

- Migrated to Office 365 to provide reliable email service.
- Remote and onsite IT Support at all hours.
- Regular backup and testing of all critical data.
- Antivirus software installed, managed and monitored.
- On-premise server support

Learn More

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Clifton Springs Golf Club

Case Study: IT Advantage

Adept IT offers a remotely managed IT department for small and medium businesses. We provide fast, reliable and proactive IT management for an affordable fixed monthly fee.

We partner with our clients as trusted advisors, and configure strong and reliable IT platforms. We're known for our ability to forecast technical requirements and work with clients to develop long term strategic plans for their IT environments.

Customer Story

Clifton Springs Golf Club has over 100 years of history. Based on the Bellarine Peninsula, they provide a golf course, functions and dining areas and general clubhouse facilities.

With around 8-10 core staff members who utilise the IT platforms, there are some aging components which could be modernised, accelerating the club's use of technology and providing some security and control, particularly around the area of software, email and backups.

In 2005 Clifton Springs Golf Club was looking for a new IT provider, offering a holistic service, including 24 hour IT support, and all the core components needed to run their business. They had a need for a modern, reliable email system, as they were experiencing ongoing problems with POP3 email, including loss of email and conflicting data. It was also important to them to ensure that their data was backed up and that there would be ongoing security and antivirus management.

One of the main issues they had experienced was a lot of down time, often due to poor response time from previous IT providers. They also made it clear that they were seeking a hands-off management solution.



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Solution

Adept IT's Managed IT Support plans aim to deliver a cost effective IT support solution, including Office 365 Business Premium.



We recommended our IT Advantage support plan to meet all of Clifton Springs Golf Club's IT requirements in one solution. This plan is designed to integrate ongoing strategy, server management and advanced support with essential business needs.

Microsoft Office 365 provides security and continuity of email access, addressing the concerns they had with their limited POP3 email solution. In addition, all email would be backed up to our cloud servers, preventing loss of company data.

Our support plan included market leading antivirus software. This would provide threat detection, protection and visibility across the organisation.

Implementation

Adept IT worked with the stakeholders to develop the most effective implementation plan, which would result in the least amount of disruption to the business and customers.

We coordinated with their schedule, worked within their requirements and delivered the solution within a week.

We were able to move across all staff emails and configure all computers with our antivirus and remote monitoring software with minimal interruption and staff impact.

We also prepared a strategic IT roadmap to ensure we can assist Clifton Springs Golf Club in enhancing their business and technical needs in the future.

"Fantastic service always helpful and resolves issues!!!! Thanks Andy for all your help would highly recommend this business."

Mel Lomas

Operations Manager





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Clifton Springs Golf Club

Case Study: IT Advantage

Solution in Action

Being a social club, Clifton Springs Golf Club is often open late. With Adept IT, they know they have a partner who will answer their calls 24 hours a day and be there to solve any IT concerns they have.

The new email system has given the staff better ability to manage emails and greater confidence in the system as a whole. We have also been able to recover accidentally deleted emails and emails are now able to be archived, which is critical, especially due to mandated retention laws.

IT security is one of our top priorities. Our managed antivirus solution ensures that all computers are protected, giving additional peace of mind.

We modernised the server hardware and software, which allowed us to link the on-premise environment with Microsoft Office 365 for integrated authentication.

Overall, the management team at Clifton Springs Golf Club are extremely happy with the service they are receiving. They know that if something goes wrong it will be handled professionally by experts that care.



"I have used Andy now for approximately 10 years over different clubs and I have recommended him to many others . I have had a managed service before but it was in no way close to Adept IT. These are the benefits:

- Andy is one of the most honest people I have ever met.*
- He researches before he makes a recommendation to get the best outcome for the customer.*
- He does not change things for the sake of change. If something needs to go he will let you know how long you have so you can prepare."*

Danny Zernich
General Manager

Contact Adept IT now to book in your FREE system evaluation!