

CAI Technical Services Case Study



Wannamoisett Country Club Enhances the 'Wannamoisett Experience' with CAI Managed IT

The Wannamoisett Country Club is a private golf course located in Rumford, Rhode Island. The club has been ranked as one of the Top 50 courses in the nation by *Golf Magazine*, *Golfweek* and *Golf Digest*. In addition, *Links Magazine* voted the par 69 masterpiece one of "The 100 Most Prestigious Golf Clubs in the World."

Designed by Donald Ross in 1914, Wannamoisett Country Club played host to the 1931 PGA Championship and proudly welcomes the world's best amateur golfers to its annual Northeast Amateur Invitational.

The members of Wannamoisett recently invested \$3 million in the golf course to preserve Ross' legacy for future generations. The results are improved playability for golfers of all skill sets, including the installation of a state-of-the-art computerized irrigation system, the rehabilitation of 99 bunkers, and the addition of new forward and back tees.

In addition to our renowned golf facilities, Wannamoisett offers a wide range of recreational and social opportunities, including swimming pool, tennis, fine and casual dining. The atmosphere at Wannamoisett fosters a feeling of camaraderie with its members and their families.

With its breathtaking setting with beautiful landscaped flowers, a majestic water fountain and flawless grounds, the club also hosts weddings, golf tournaments, business meetings, social luncheons and special occasions of any size throughout the year.

Modernizing Technology to Improve the Member Experience

In addition to the improvements to the golf course itself, the club's board of directors wanted to ensure that every member of the club could enjoy an exceptional 'Wannamoisett Experience' in a neighborhood environment that



encourages the formation of enduring friendships through world-class amenities, personalized service, and a sustained commitment to quality.



Wannamoisett Country Club

96 Hoyt Avenue
Rumford, RI 02916

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Ellen Girelli
Wannamoisett Country Club



Ellen Girelli, controller for Wannamoisett said, "Last fall, the board of directors discussed how we could enhance the overall experience for our members and guests. We spoke with a number of our members to solicit ideas for improvements and amenities they'd like to see. Next we set out to find a local company who we could partner with to make everyone's wish lists, within reason, come to life!"

"One of our members who had recently hired CAI Managed IT to manage the computer network for his personal business suggested we have them in to see how we could really modernize the facility," Girelli said. Representatives from CAI visited the club, interviewed key personnel and reviewed the member's input and then performed a comprehensive Site Survey of the facility to identify areas of focus.

Frank Motta, EVP for CAI Managed IT said, "Right from the get-go it was clear that the building was in need of a pretty significant upgrade to its entire IT infrastructure, including a complete rewiring of the facility's network and communications equipment. This established a solid underpinning for the range of technology-based enhancements and audio/visual amenities requested by the club membership and spec'd out during our initial site survey."

New Servers and Workstations Monitored and Managed 24/7

After the wiring project was completed, CAI Managed IT installed two new servers. One server is dedicated to their business management software, Jonas Club Management, which handles Wannamoisett's point-of-sale, accounting, installment billing, locker management, and other aspects of the operation, and a second domain controller. In addition, the club invested in new Windows™ 10 workstations for their entire business office.

"Under the agreement with Wannamoisett going forward, CAI monitors and manages the server and workstations via our Premium Managed Service," Motta said. "The comprehensive service combines constant 24/7/365 monitoring with proactive maintenance and remediation of all critical components of the IT environment. The service also provides for automatic server operating system security updates and anti-virus/anti-spyware protection to minimize threats and reduce interruptions."

CAI's Network Operations Center (NOC) proactively notifies Wannamoisett of any server or desktop that's not performing within pre-set threshold levels. The NOC prioritizes alerts, performs problem analysis, and takes immediate steps to resolve issues. Wannamoisett staff also has 24/7 access to CAI's Rhode Island-based Help Desk for fast problem remediation."

CAI also installed a local network attached service (NAS) appliance that backs up the servers and PCs to redundant, remote sites every 15 minutes to ensure near-instantaneous business continuity in the event of failed hard drive or power outage.



High-Definition, Large Screen Video Screens & Reliable Wireless Internet Enhance the Viewing Pleasure

Another key aspect of the project included the acquisition of new high-definition, large screen television sets in various areas of the club and, probably more importantly, a more stable, and totally secure wireless network for members. "The new wireless network lets our members use their laptops, tablets and smartphones to get on the internet or check their emails with full, highly secured access rights to the wireless network," Girelli said. "It's fantastic!" CAI also setup a Guest wireless account to keep that traffic separate and add another layer of protection for the club.

"It really is satisfying to hear the great comments of appreciation from both our long-time and newer members and their families," Girelli said. "From the member perspective, working with CAI has helped us create a relaxing and modern club experience that everyone can be proud of. From a business management angle, we feel like our computer systems and IT capabilities are top shelf both in terms of usability and security."

"We are extremely happy to have a capable partner like CAI Managed IT in our corner and we look forward to continue to look to them as our technology partner," Girelli said.

About CAI Managed IT

Located in Smithfield, Rhode Island, CAI Managed IT is a full-service information technology (IT) support company. We specialize in helping small and medium size businesses maximize the value of their IT investments. Our full suite of enterprise-level managed IT services help eliminate IT issues before they cause expensive downtime, and we do it with an infrastructure needed to keep our prices affordable and our clients up and running. The company specializes in Managed IT Support, Servers & Desktops, Network Design, Installation and Support, Data Backup & Disaster Recovery, Cyber-security Services, Cloud Computing and Infrastructure Solutions, Server Virtualization Services and more.

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