



*Live IT, Breathe IT, Manage IT*  
Celebrating 37 Years of Excellence

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

## **CASE STUDY - DOMINION GOLF GROUP**



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## Could You Be Losing Voicemail Messages?

**Are you using antiquated phones that could be costing you 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.**



River Place • Onion Creek • The Dominion • Twin Creeks • Lantana

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.

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## 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."*

## Should You Consider VoIP Business Phones For Your Club? What Are The Benefits Of VoIP?

### 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.

### Mobility

VoIP services integrate with your staff's mobile phones. They can check their voicemails from a mobile phone or transfer a call to their mobile phone when they're working in another area of your club or from any place they happen to be. This keeps all of your employees connected and accessible from wherever they're 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, and remote conferencing over the Internet.



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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, including:

- Built-in CRM functions so your inbound calls appear from your Outlook or another contact file. You'll have all the information about the caller at your fingertips.
- Set up phones to ring the front desk first, then be transferred to an auto attendant menu with options such as a dial-by-name directory, voicemail and other options.
- Voicemail-to-Email capability so your staff receives this information on their computing devices as well as via the VoIP phone system.
- Hotlines for special announcements, such as program changes and special offerings.
- The ability to park calls and answer them from any other phone in your club.
- Ring Groups where specified calls ring multiple phones simultaneously.
- A Music-on-Hold feature including customized "company infomercial" recordings.
- Configure phones for users, with the ability to also do this remotely.
- Call queues and Round-Robin ringing for specific employees such as your sales staff.
- You can forward calls to your staff's mobile phones, so you always have coverage while they are away from your club.
- The ability for employees to call members from their mobile phones but have it look like the call is coming from your club's phone system.
- Electronic faxes – so no fax machines or phone lines are required.

- Reports on who called who, and when. This comes in handy for your sales staff to keep track of which prospects have been contacted.
- You can "Blacklist" annoying calls from salespeople who keep harassing you, as well as junk faxes to your FAX machine that waste paper.
- The ability to transfer calls directly to voicemail.
- A built-in website so your employees can set up their own passwords, listen to, forward and delete voicemails, or set a "find me/follow me" feature to route calls to another line.
- An auto-dial feature where you can click on a phone number from a website or Outlook contacts on your computer to make a call.
- An overhead paging feature from an individual phone or group of phones.
- Access to a myriad of desk phones and cordless phones, that you can mix and match as you need to.
- The ability to keep your current phone number and integrate it into the new system.



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

In the meantime, visit our Blog. We post new articles on a regular basis that will keep you up to date on IT news and solutions.



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