



corporate networks

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- Dave Callum

General Manager, Fort McMurray Golf Club



Solutions & Success
The Inside Story

Corporate Networks Is Fort McMurray Golf Club's One-Stop-Shop For IT

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Fort McMurray Golf Club is one of the most popular golf courses in Alberta.

With 20 active IT users and more than a hundred staff members working throughout the clubhouse and course, Fort McMurray Golf Club's daily operations in the clubhouse are highly dependent on its technology.

For years they have relied on Corporate Networks to manage their clubhouse technology needs from end to end.

"They do almost everything IT-related for us," says Dave Callum, General Manager, Fort McMurray Golf Club. "They're our one-stop-shop."



Fort McMurray Golf Club Lost Their Data To Wildfire

Fort McMurray Golf Club first got in touch with Corporate Networks in the wake of the 2016 wildfire that caused extensive damage to the Fort McMurray region. The clubhouse lost the vast majority of its data, records, and IT infrastructure.

They knew they needed to rebuild their IT environment at the clubhouse, as well as improve their business continuity capabilities. Should another disaster strike, they didn't want to have to go back to square one again.

That's why Fort McMurray Golf Club partnered with Corporate Networks.

"We had to start from scratch," says Dave. "Corporate Networks was our partner going forward."





How We Helped Fort McMurray Golf Club Build Their New IT Environment

The many parts involved in building a new IT system have to be carefully selected, sourced, purchased, installed, configured, and launched are a lot to handle. One wrong move and the client's staff won't be able to work effectively in the new workspace.

Our experts help by dealing with the technology-related complexity so our clients can immediately get to work. We follow a carefully-developed proactive IT strategy to help businesses hit the ground running.

We establish a comprehensive view of the client's IT solutions, and then carefully plan the build and launch of their environment to minimize downtime, mitigate the chance of data loss and configuration errors, and ensure their staff can get to work on the first day in the new location.

The bottom line is that the client doesn't have to even think about technology—we take care of it so they can focus on their business.



How Corporate Networks Keeps Fort McMurray Golf Club's Data Secure

One of the priorities in the development of Fort McMurray Golf Club's new IT environment in their clubhouse was ensuring they had a robust data backup solution in place to support their continuity in the event of another onsite disaster.

Power outages, cyber attacks, hardware issues, and human error are all common occurrences—and when they stop a business from getting work done, there are major effects; lost wages, lowered efficiency, unhappy clients, and in some cases, legal issues.

A cloud backup solution addresses each and every one of these possibilities. With backups of the clubhouse's data and applications in the cloud, they always have secure and easy access to everything they need to continue working and serving clients.

Corporate Networks offers Surric, an integrated and secure enterprise cloud solution designed to meet the needs of our clients and help them avoid the damage caused by unexpected disasters.

Using Surric, we can make sure our clients' data is properly backed up, allowing their employees to access data and applications from anywhere, and that there is no significant downtime.

Daily automated backups and easy accessibility to all data and apps from any Internet-connected device ensure that Fort McMurray Golf Club can keep working no matter what happens onsite at the clubhouse.



Corporate Networks Delivers A Superior Quality Of Support

Prior to working with Corporate Networks, Dave and the Fort McMurray Golf Club staff had gotten used to a subpar support experience. More often than not, when Dave called an IT support team for onsite help, the process was disorganized and inefficient.

"My past experience with IT companies was brutal," says Dave.

First, he would explain the problem to the technician over the phone. Then, when the onsite technician arrived, he would have to start over and explain the problem again. The entire process was frustrating and time-intensive.

Today, Dave enjoys a far more effective and seamless support experience with Corporate Networks. We document and communicate IT support requests carefully, ensuring that any onsite technicians arrive at the clubhouse with a solution already prepared.

"Corporate Networks shows up with a solution," says Dave. "They're here on time and they have the answer when they get here."



Fort McMurray Golf Club Isn't Worried About Data Loss Any Longer

Since partnering with Corporate Networks, Fort McMurray Golf Club has enjoyed seamless and effective support for its clubhouse. With Corporate Networks's help, Dave and the Fort McMurray Golf Club staff can more easily do their jobs.

"They're very professional and very educated," says Dave.

That's what Dave and the Fort McMurray Golf Club team want from their technology partner. They want to be confident it will work as expected, day in and day out. It needs to be responsive and reliable—and with Corporate Networks' help, that's what they get.