

Montgomery Country Club Controller Nettie Bresee is a big supporter of ClubSoft: "Originally, we chose ClubSoft because of the up-front cost savings, and the user-friendly nature of the system. Previously, we were using a separate POS system. Now, no export-import process is required. It's live and everyone has access to real-time data throughout the club."

The Club installed ClubSoft in November 2009. Unfortunate events led to a server crash at the club in late December. Due to additional issues with their back-up system, the club lost their data, including recorded transactions from the previous month.

Although ClubSoft was not responsible for the server crash or missing data backup, ClubSoft's support and technology team worked with the club to rescue data and rebuild.

Bresee commented, "No one wants to go through the process of reinstallation and rebuilding data. What a positive experience this has been from the ClubSoft side though. Support was right in the trenches with us. Their technology team worked to get our system up immediately. When most vendors

would have postponed help due to the holidays, ClubSoft was right there with us.

Even the day-to-day support provided by ClubSoft compared with our previous vendor is night and day. Any of our staff can email a question or request to their team, and we receive an almost immediate response.

If it is possible for a server crash and rebuild to be a positive experience, they did everything they could to help my club. We were able to rebuild our system and mail our member statements with only a few days delay."

Bresee concluded, "ClubSoft was the right choice for our club. Anybody can sell you a product and it does what it does; but when something - anything - goes wrong, it's crucial to have a partner you can count on.

Now that our system is back online and we are business as usual, we plan to work with ClubSoft to get an integrated website built through their system."



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