

PHONE, POS AND IT UP TO PAR

Technology Drives Carolina Golf Club Forward

When Billy Cleveland became the General Manager of Carolina Golf Club, he knew he had to get many of the club's existing systems up to par. "When I got here, we had 500 members trying to reach us on weekends and our phone systems had problems – sometimes it sounded as if you were talking to a Charlie Brown character."

To fix the issue he turned to a trusted partner, Jay Harrill, President of JH3 Technology Solutions, with whom office manager Darless Wharton had been working with since 2007. Jay changed the outdated, multiple lines to a modern internet based system with remote access.

Once the phones were driving calls, the team turned to internal communications. "We have TVs throughout the club. Jay has given us the ability to put everything from current scoreboards to the U.S. Open on all of them," Billy notes.

Next was an updated Point of Sale system that integrated all the club's venues – and they needed to get it up and running at lightning speed with a USGA tournament was on the horizon. "With everything we had on our software systems, to change it in a two-week time period is unheard of – our credit cards, a golf shop, bar areas, snack bars, swimming pool emergency numbers. Not only was it done, but Jay was on site making sure everything ran perfectly."

"But it's not only him managing systems (like the club's computers), it's other not so little things. We had TVs that had to have cable run to them in a concrete building, and he had the people in his network that could take care of it. When we had the U.S. Mid-Amateur last year – my concern was that competitors would lose signal at various points. Thanks to a connection Jay had, he was able put access points on different points of the buildings so that players could get the bars they needed on the course and distant practice areas."

Through it all, communication and accessibility have been driving the relationship. "I know that I can call Jay anytime and he will be there to help us – and he puts everything in laymen's terms that we can understand," Billy notes.

Carolina Golf Club

5

Number of PGA-
Qualifying events the
club has hosted since
2008.

1958

Year that CGC became a
private club.

1929

Year that the Donald J.
Ross designed course
originally opened.