

Joondalup Country Club

Joondalup CC required a fully integrated solution that would work for the Country and integrate with the Resort to allow members to

- Purchase anywhere within the facility and receive the member rate for all purchases
- Charge all purchases to their member account

The Country Club were also looking at for a fully integrated solution to manage the golf operations, marketing and member management and accounts.

Joondalup CC chose to install MiClub Premium. The modules selected included

- Interactive website
- Online member timesheets
- Competition Management
- Golf Autoscore
- POS
- Inventory
- Virtual Manager membership / Accounts
- Email marketing communications
- Course Conditions

Resort

The Joondalup Resort required a dynamic POS / inventory solution which would compliment the existing room Management application Opera, Sun accounting and seamlessly work with the Country Club requirements.

Joondalup Resort selected MiClub Premium modules

- POS
- Inventory
- Virtual Manager CRM

Testimonials

Good Morning Peter,

Just thought I would give you some feedback on how we went when we introduced our members to the new autoscore system. We had Wednesday men's competition 120 in the field. The members were a little nervous when they first arrived but after registering and seeing how simple the process was they were all really excited, as a Club there is always a handful that complain but I'm delighted to say that all members took to it with no problems. Having one of your staff members, Steve, here with me for the whole day to help myself and the members was a great resource and great peace of mind. After their round the members returned to process their cards and again were surprised at how simple the process was, even our older members 80+ did it all with ease. On Thursday we ran with our Ladies field and again they were positive gave their full support to the change over and asked why we didn't do this sooner.

casestudy : joondalup resort, perth wa



The atmosphere in the Clubhouse was great everyone sitting around the TV watching the leader board with anticipation and excitement, there feedback was positive and full of praise. Joondalup staff and members are delighted with the system, everything works perfectly and takes away so many of our problems and issues.

As the Club Secretary and being responsible for competition, this new system is going to free up my time on competition days as autoscore is quick and easy to use, as we can now leave our time sheets open it will reduce the work load for our Pro Shop and also reduce the number of phone calls we receive for cancelations, changes or reserves, they system is only running a week but already I think how did I manage without it.

Thank you Peter for all your help, assistance and support. We look forward to installing Infogenesis with Miclub and to the great changes it will bring to Joondalup to make our Club even better.

Sincerely

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