

Tamarack Country Club installed their ClubSoft system in May 2009 to replace their Membership, Accounting and POS software.

Located in Greenwich, Connecticut, the club provides golf, dining & social events year-round to 500 members.

General Manager Brian Gillespie provided some insight regarding the reasons behind their decision to change software:

"We saved money when we converted to the ClubSoft system, but the real driving force for the change at our club was usability.

Prior to ClubSoft, only a few people at the club had the know-how to use our old system, and even then reports sometimes took 30 minutes to write and pull from the system.

We noticed immediately from our first demo that the ClubSoft product was very user-friendly. Our staff had concerns about changing over systems during our busy season, but the transition was seamless.



"We saved money when we converted to the ClubSoft system, but the real driving force for the change at our club was usability... Our staff had concerns about changing over systems during our busy season, but the transition was seamless. Our servers picked up the POS in a single day."



Our servers picked up the POS in a single day.

Now, when a Board Member requests a report, it takes 10 seconds to generate and email from the ClubSoft system, and reports include drill-down detail."

With respect to the club's experience since their ClubSoft installation, General Manager Brian Gillespie reported:

"We receive regular software updates and ClubSoft support is always very responsive so our questions and issues find resolution quickly. Overall, it's been a great experience."

Gillespie concluded, "We look forward to stepping up our use of the ClubSoft tools in 2010. We plan to make use of the data mining tools that allow for targeted marketing and communications with members."