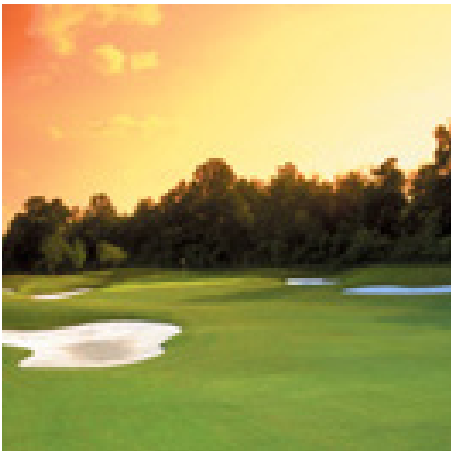


Private & Public Clubs



CLUBCORP
Dallas, TX

World leading provider of premier golf, private club, and resort experiences. Established in 1957, ClubCorp currently serves 200,000 members.

Key Business Challenges:

- Streamline the ClubLine reservations systems.
- Accelerate the time required to book accommodations, tee-times, dinner reservations, etc.
- Diminish the high costs of maintaining four disparate systems.

ResortSuite Applications:
CONCIERGE

Results:

- Replaced all systems with a single integrated solution.
- Reduced the time it took for members to make reservations or to adjust existing details on their itinerary.
- Decreased IT costs significantly.
- Provided management with a real-time snapshot of the travel benefits utilized by their members.



WASHINGTON ATHLETIC CLUB
Seattle, WA

5-star Platinum Club with Private Membership facilities; including, dining venues, 110-room hotel, spa, catering, and athletic facilities.

Go Live Date: Jan 2008

Key Business Challenges:

- Relinquish fragmented data between the property's departments and membership services.
- Produce a comprehensive single guest itinerary that could be presented to guests quickly and effortlessly.

ResortSuite Applications:
CLUB, PMS, SPA, CATERING, F&B, RETAIL

Objectives:

- Create a single, reliable database server and reduce IT costs substantially.
- Connect seven departments, allowing a seamless flow of information, posting of charges to one guest folio, and knowledge of guest history and appointments.
- Permit guests to utilize all club amenities while charges are automatically posted to one bill.



EL REY EXECUTIVE MEN'S CLUB
Austin, TX

The only executive club in Austin targeting the male market, and one of the few in the world designed especially for men.

Key Business Challenges:

- Rectify deficient, inaccurate, and timely booking and billing processes.
- Ensure staff can access important guest information, appointments, and charges for their own knowledge, as well as for providing it to their members whenever necessary.

ResortSuite Applications:
CLUB, SPA, F&B

Objectives:

- Integrate the reservations and billing processes, permitting authorized staff to make quick and easy changes from any terminal in the club in real-time.
- Customize a guest profile that is pertinent to the club and provides staff with the right information and alerts to serve members effectively.

"We selected ResortSuite after a thorough evaluation of other club systems because it offers a breadth of dynamic capabilities and has the ability to manage our entire operation; including, our wellness center, spa, athletics club, and restaurants using one management system. We will be able to run our operation more efficiently and cost-effectively; and, most importantly, we will finally have the tools needed to provide better, consistent, and unrivaled service to our existing and future members."

Jim Johnson, CEO of the Washington Athletic Club