ExtraFax
In Action

Founded in 1957, Dallas-based ClubCorp is the world leader in delivering golf, private club and resort experiences. Internationally, the company owns or operates more than 210 golf courses, country clubs, private business clubs and resorts. Among the company's nationally-recognized golf properties is Pinehurst in the Village of Pinehurst, N.C. (the world's largest golf resort), the site of the 1999 U.S. Open and venue for the 2005 U.S. Open. The company's 24,000 employees serve the 500,000 club members and 250,000 guests who visit ClubCorp properties each year.

Communication is important when dealing with customer confirmations. ClubCorp handles thousands of requests. Steve Hanus, CLP Lotus Notes Architect at ClubCorp was responsible for the selection of software to automate confirmations by fax:

> "We have a process that sends reservation requests from a mainframe system to a Notes database for approval. After the request is approved, it is then emailed, faxed, or printed. We needed an automated system for faxing the reservation confirmation ".

ExtraFax was evaluated along with the fax server software included with Notes. ExtraFax was found to be more full-featured and more flexible. ExtraFax solved the fax need and, "We now have all pieces of the application automated".

Whenever a new piece of software is added there is concern over the impact and stability of the existing environment. Once software is installed then users must be trained. ExtraFax delivered on installation and end-user usability

> "ExtraFax has a very straight-forward install. We did not run into any problems getting it up and running. It has been very stable and reliable. All users of the solution have been very excited about having an automated fax solution."

Extracomm Technologies Inc.   **www.extracomm.com**