INDUSTRY

Leisure, Hospitality and sport

RESULTS

By implementing a robust Managed IT Support service, Royal Birkdale Golf Club has strengthened its IT infrastructure, ensuring uninterrupted operations and a high-quality experience for staff and members alike.

KEY PRODUCT

Remote and onsite Support, Managed IT Support, Remote Monitoring and Management (RMM) tools

FEEDBACK

"Whether it's a phone call to the support team or an email to our account manager – we always feel like a priority and can rely on the team at MCS, which is exactly what you want when you're outsourcing your IT."

CHALLENGE

Despite having existing IT support, Royal Birkdale required a more comprehensive Managed IT Support solution to ensure 24/7 maintenance, patching, and automation.

ROYAL BIRKDALE
GOLF CLUB

THEIR STORY

Established in 1889 and relocated to Birkdale Hills in 1897, Royal Birkdale Golf Club is one of the world's most prestigious courses. With a rich legacy of hosting major tournaments—including 10 Open Championships, 6 Women's Opens, and 2 Ryder Cups—it's widely regarded as one of England's finest golf venues.

ROYAL BIRKDALE

royalbirkdale.com

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THE CHALLENGE

Despite having an existing IT support service, Royal Birkdale required a more comprehensive Managed IT Support solution to ensure 24/7 maintenance, patching, and automation, as they found that they were losing valuable time by taking a reactive approach when issues arose.

Additionally, the club's internal team needed direct access to the Remote Monitoring and Management (RMM) tool to enhance in-house IT maintenance and oversight.

Ben, Golf Operations and Media Manager at Royal Birkdale, says, **"As we're hosting The Open again in 2026, reliability of our IT systems is an absolute non-negotiable. It's reassuring to know that MCS is on hand to support us whenever we need them."** With a future-focused IT strategy in place, the club is well-prepared to deliver world-class events while maintaining seamless day-to-day operations.

THE SOLUTION

- Full implementation of Managed IT Support, providing round-the-clock maintenance and monitoring
- Deployment of RMM on all devices, enabling automated patching and remote troubleshooting
- Granted internal IT staff access to RMM, empowering them to manage IT systems independently when needed
- Strategic IT roadmap introduced, ensuring ongoing improvements and efficiency.

THE RESULTS

Faster Issue Resolution

IT support tickets are now handled with efficient response and resolution times.

Seamless RMM & Ticketing Rollout

Ensuring proactive system monitoring and minimal downtime

Enhanced IT Strategy

Regular account management meetings and Quarterly Business Reviews align IT infrastructure with the club's evolving needs.

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