



CASE STUDY

THE CLIENT

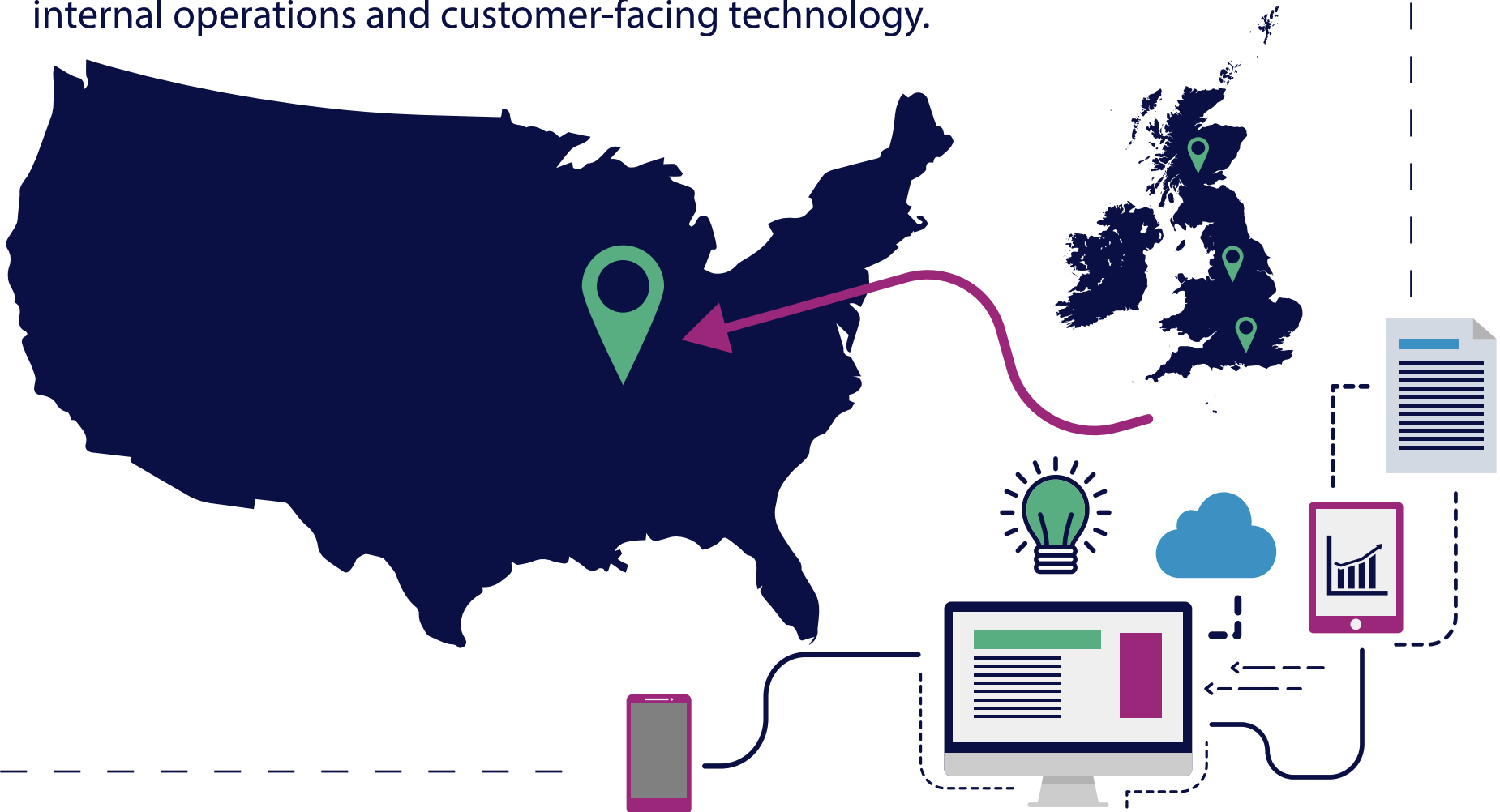
Puttshack is a leading concept in the emerging and growing market of competitive socializing. The tech-infused mini golf game uses patented Trackaball technology with RFID chips that track scores across multiple games.





THE CHALLENGE

With three locations in the UK, Puttshack planned to enter the U.S. market with their first venue location on this side of the pond. They needed a complete setup of network infrastructure and internet-enabled devices for internal operations and customer-facing technology.





THE SOLUTION

Exact IT Consulting mapped, implemented, and continues to maintain all the technology services that run the U.S. locations. The multi-pronged approach covered four major areas:

1. INTERNET AND REDUNDANCY

2. ONGOING MANAGEMENT

3. SECURITY

4. HELPDESK SUPPORT

1. INTERNET AND REDUNDANCY

The Exact IT team worked to implement and manage all the backend internet infrastructure required for opening, maintaining, and growing the business, including:

- Internal internet network
- Guest internet network
- Point of sale system
- Patented Trackaball technology
- Audiovisual
- Security cameras
- Voice over IP

To ensure that internet outages never affect the various technologies, our team implemented failover consisting of one fiber line circuit and secondary failover to a copper line. If we are unable to reach their network, we also set up tertiary LTE cellular backup as a last line of defense.



THE SOLUTION

2. ONGOING MANAGEMENT

To ensure continued high utilization, we monitor the 350 internal physical ports and bandwidth, adjusting and reallocating when necessary.

3. MONITORING AND REMEDIATING SECURITY VULNERABILITIES

The Exact IT team constantly monitors router status and port status for any potential security issues. Our three-layer security utilizes advanced antivirus and endpoint detection response to analyze, remediate, and isolate threats.

4. HELPDESK SUPPORT

The Exact IT helpdesk team supports all of Puttshack's employees to troubleshoot, answer questions, and find solutions to all types of tech troubles. The client receives monthly reports as well as 24x7 remote network monitoring.



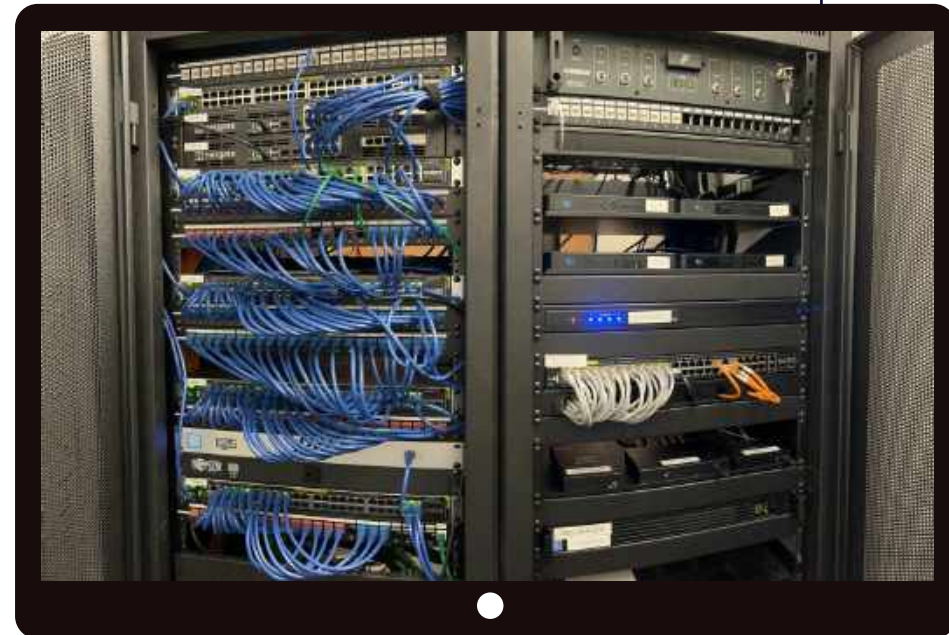
THE RESULTS

The first U.S. Puttshack locations are up and running and bringing in revenue. All of the internet-enabled devices are working well and there is plenty of bandwidth for internal operations and guests. Our team served as the central figure to bring all the technology together seamlessly with no bottlenecks. We will use the various lessons learned through this project to streamline future installations even further.

“Exact IT Consulting was pivotal to the successful opening of our first U.S. location. Because Puttshack is a highly tech-infused company and uses patented technology, we couldn't trust just anyone to bring our vision to life.

We needed people who could get the job done, understand our unique needs, and set us up for future success. Exact IT were those people. Their comprehensive implementation plan was well thought out and executed efficiently.”

JON GARDNER, VP OF DEVELOPMENT





ABOUT EXACT IT

Exact IT Consulting is a premier managed IT services organization that helps businesses make strategic, long-term IT decisions to align technology with business objectives and improve operational efficiency.

Our mission is to provide a comprehensive suite of **proactive and innovative technology solutions**, **superior customer support**, and **exceptional technical consulting** to our clients utilizing the knowledge, dependability, and commitment of our team.



EXACT IT
consulting



ABOUT THE CLIENT

Puttshack is a leading concept in the emerging and growing market of **competitive socializing**. Combining a **tech-infused mini golf game** with **exceptional food and beverage offering**, Puttshack has multi-generation appeal. Patented Trackaball technology allows guests to play a point scoring game surrounded by an **upscale and exciting environment**. Puttshack is the perfect place to host a company off site, celebrate a birthday, date night or simply hang out with friends. Since opening its first location in 2018, Puttshack now has three London locations with ambitious global plans for expansion. For more information, please visit:

PUTTSHACK.COM

Puttshack

