

CASE STUDY

From Waiting on Callbacks to Working With Confidence Every Day

A move away from an unresponsive provider gave Langdon Farms a dependable support structure, cleaner systems, and visibility into how technology should function in a modern golf and events operation.



7 Minutes Guarantee For Help And Support



99.9% Uptime



24x7 Helpdesk And Support



2007 Operating Our Own Private Cloud

Overview / Summary

At Langdon Farms Golf Club, technology had become a point of frustration rather than support. The organization relied on systems that were difficult to manage, slow to troubleshoot, and lacked the structure needed to support daily operations and sensitive information.

By partnering with 24x7, the club replaced uncertainty with an organized, secure infrastructure designed to support staff, protect data, and eliminate the delays they had come to expect from IT support.

The Solution

24x7 guided Langdon Farms through a shift away from its legacy environment into a managed infrastructure built around accessibility, structured permissions, and active support. The focus was not just modernization, but usability for a non-technical team.

- Migrated systems from a traditional hardware network to a managed environment.
- Implemented role-based access controls to define who could access specific files.
- Digitized HR records and operational documents to improve organization.
- Delivered real-time helpdesk support rather than delayed responses.
- Established proactive monitoring to address issues before they surfaced.

The transition was handled in a way that reduced uncertainty and showed immediate operational improvement without overwhelming staff.



"It was a leap of faith at first, but once we got there, the difference in how things worked was incredible. Everything became cleaner, more organized, and easier to control."

-David Stead, General Manager, Langdon Farms Golf Club

Build an IT Environment Your Team Can Actually Rely On

Discover what happens when support is immediate, systems are structured, and technology finally works the way your business needs it to.

[Get Help Now](#)

Business Challenge & History

Before engaging 24x7, Langdon Farms worked with an IT provider that struggled to respond quickly or resolve issues during the first interaction. Waiting for callbacks became routine, and unresolved problems created operational drag.

- Support requests were frequently delayed instead of handled in real time.
- Staff lacked confidence that issues would be fixed quickly.
- File access was not structured, creating confusion around who could see what information.
- The organization relied on a traditional hardware-based network that limited flexibility.
- Leadership had minimal visibility into how systems were managed or secured.

For David Stead, General Manager, the experience created hesitation about changing systems again. Any transition needed to deliver immediate clarity and long-term reliability without disrupting the business.

The Benefits or Outcomes

The organization experienced a visible shift in how technology supported daily work. Systems became easier to navigate, information was structured logically, and support became predictable.

- Staff gained controlled access to the files relevant to their roles.
- Digital documentation reduced reliance on physical records and manual handling.
- Issues were resolved quickly without the cycle of waiting and escalation.
- Leadership gained confidence in how data and systems were managed.
- The overall environment became more organized and easier to maintain.

What once felt like an opaque technical system became a clear operational tool that staff could rely on without second-guessing how it worked.

Going Forward

Langdon Farms now operates with an IT structure aligned to its pace of business and the expectations of a modern hospitality and events venue. The club no longer evaluates technology based on whether it might fail, but on how it can support future growth and operational consistency.

With 24x7 providing continuous oversight, the organization has a stable foundation that allows leadership to focus on guest experience and operations rather than technical uncertainty.