



# PALMETTO DUNES™

OCEANFRONT RESORT

H I L T O N   H E A D   I S L A N D

## Client:

Palmetto Dunes Oceanfront Resort has a storied history of offering unparalleled golf experiences for golfers from across the country and around the world. The resort is renowned for pristine course conditions, challenging layouts and commitment to customer service. Palmetto Dunes Golf Resort is a sub-entity of Palmetto Dunes Oceanfront Resort, and is recognized as one of the premier golfing experiences in the World.

## Obstacle:

In preparing for a move to a new facility, Palmetto Dunes Golf approached Progressive Technology about designing an industry-standard server room to host their server in the new facility. After performing analysis and financial projections, Progressive Technology's consulting team recommended creating redundant server environments across multiple locations. Taking this alternative approach would provide superior performance and true business continuity at the same cost of an enterprise server room.

The aforementioned recommendation was made not only for value-maximization purposes, as Palmetto Dunes Golf lacked a disaster recovery solution at the time. Whereas they had a comprehensive online backup platform, there was no recoverability aspect. A disaster-level downtime or outage would have affected POS systems, database entries, and files. The entire organization would have been effectively down for a period of 3 - 7 business days.

## Resolution:

Upon client approval, Progressive Technology designed the multi-server environment across the two locations. Server replication was accomplished via Microsoft Hyper V technology, which Progressive Technology updated to a newer version for increased functionality and project efficiency. A two-man team completed the entire project over a three week period. Migrating the server infrastructure to the newer version of Hyper V required downtime and Palmetto Dunes Golf Resort is a 7 day-a-week operation. To alleviate client concerns, Progressive Technology performed all infrastructure migrations after business hours.

Under the new setup, all Palmetto Dunes Golf data on its primary server are fully replicated to the second site every 15 minutes through a company fiber connection. Additionally, all critical servers are connected to a Cloud-hosted disaster recovery platform. Upon project completion, Palmetto Dunes Golf Resort gained true business continuity for its technology infrastructure. An organization that could be shut down for a week by a disaster can now be operational within hours of such an event.

## Outcome:

*"Tyson and his team did a great job pointing us into the right direction, and then executing the project to completion. Our organization is in a much better place with the high-availability and security of our server environment. With the all the threats to business continuity out there like Ransomware and storms, having protected infrastructure through Progressive Technology gives us peace-of-mind."*

**- Art Fousek, IT Manager**