



# The Thunderbirds : Success Story

## The Thunderbirds—IT Management & Consulting Services



### Client Profile

The Thunderbirds organization is a philanthropic group, which began in 1937, as an offshoot of the Phoenix Chamber of Commerce. The FBR Open has become the most attended stop on the PGA Tour. The Thunderbirds collectively contribute over \$6 million dollars a year to Arizona Charities statewide. The highlight of The Thunderbirds' annual activities is the FBR Open, held at the Tournament Players Course in Scottsdale, Arizona. Bva has had a strong relationship with The Thunderbirds since 2004 where we have played several roles of support such as their sole outsourced technology department from an ongoing basis to performing specific project basis work for their events such as their sponsored golf event. Bva is the technology partner of the FBR Open and has been for several years where we integrate seamlessly with the PGA Tour IT personnel to ensure a successful tournament.

### Key Business Challenge

The golf industry requires the highest degree of "attention to detail", especially with the coverage by the media and watchers around the world. The Thunderbirds' FBR Open prides itself on providing the highest level of customer service in the business, thus requiring them to embrace emerging technologies which allow them to focus on hosting one of the premier golf events of the PGA Tour. Standardizing their environment and making sure that all production systems are following best practices ensures success daily for their organization as well as all sponsored events throughout the year.

### Key Technical Challenge

During the course of the year The Thunderbirds work with several different organizations in their charity efforts which involves a lot of communication. Due to the organization being a very high paced, their environment needs to be very stable and reliable. The application load is varied and requires a network infrastructure that is scalable and easy to integrate with via application layer.

### Solution

BVA standardized their environment and consolidated applications and their server environment which allows for them to experience a very reliable environment. BVA has created a reliable plan of support framed out monthly that supports their users as well as all their related charity events.



## TAILORED TECHNOLOGY SOLUTIONS

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