CASE STUDY:
Big Bear Tournaments
Shootout Hockey

BIG BEAR TOURNAMENTS

Background

Big Bear Tournaments oversees hockey tournaments in several major cities around the U.S.   As the number of locations increase and more tournaments are added to the league, the number of teams and housing requirements became an overwhelming task for Big Bear's small staff.   Not able to add additional staff, it was time to look for an application to streamline the process of team registration and booking housing for the participating teams.

The Challenge

As a specialized event management company, nothing in the application industry is currently available that fits the needs of Big Bear Tournaments. The company was already using a database, but was looking to see if there was a company that did programming for Access. Finding SAMSA, Inc. in an online search was the simple part! The next step was determining the best way to accomplish the end goal of a streamlined application and booking process that was user friendly for both the event management employees and the coaches using the system to register their team.

About Big Bear Tournaments

Since 1992, Big Bear Tournaments have been managing hockey tournaments around the United States of America. The tournaments encompass teams from every age group and multiple arenas.

"SAMSA, Inc. has turned out to be the best thing for our small company. They developed the right technology plan to allow us to grow without additional cost or resources. We are also now better able to serve our clients in a more efficient manner".   ~ Bruce Coleman, Owner – Big Bear Tournaments

Results

Big Bear Tournaments has been able to streamline their registration process by:

- Implementing automated processes.
- Reallocating time to other tasks.
- Integrating website with registration process.

With the time saved with the application, website, networking, and other services provided by SAMSA, Inc., Big Bear Tournaments is able to grow their company without additional costly resources.

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Strategies/Design

Steps that SAMSA, Inc. took to determine the needs of Big Bear Tournaments:

- We sent a representative to assess the scope of the project.
- We determined a plan of action.
- We implemented a very simple website.
- We customized an access data base to fit the needs of the client's demands.
- We ensured that the network in place was able to handle multiple users without any downtime.
- We added features once the program was in place to streamline the process even more.

Solution

Big Bear Tournaments is better able service their clients on a daily basis using the following:

- Friendly website
- Easy registration process
- Quicker response time
- Allows for employees to increase performance
- Reduce overhead expenses
- Easy to use and maintain

Learn More

SAMSA, Inc. is happy to provide an evaluation for your website! After meeting to discuss recommendations and to understand your requirements we prepare a written quote with a proposed cost and time line for your site development or re-design.

About SAMSA, Inc.

We have found ourselves involved in many different facets of information technology as our 25+ years in business have progressed. Our original heritage was software development (long before anyone knew about the World Wide Web), but we've branched into many more areas since those early days! While we're always open to new IT challenges, we find ourselves focused on: Internet Services, IT Services, and Support and Custom Programming.

We measure our success by our clients' satisfaction. In the rapidly changing high technology world, many companies measure success only in terms of revenue, growth, quarterly earnings, and market share. SAMSA thrives in the high-tech sphere of modern information and business management, but avoids short-term growth and closing a business agreement at any cost. SAMSA is fully invested in our clients' business, especially delivering high quality work and showing a strong value of service. We also take pride in helping and working directly with our clients. SAMSA is built on the founding principles of honesty, fairness, quality, dedication, and producing great results.

We strive to build long lasting relationships with clients that last for years, assisting them with the ever-changing technology of today.