



# Choosing the Right Gym Management Software:

7 Essential Questions to Ask Your Provider





## Essential Questions for Transitioning to Gym Management Software

The fitness industry is advancing at an unprecedented pace, demanding a trustworthy technology partner to keep up with the evolving needs of both your members and staff.

Whether you're exploring a club management solution for the first time or contemplating a switch in vendors, it's essential to ask several questions to ensure a seamless transition. Finding the right partner, coupled with the appropriate technology that effortlessly scales to meet your requirements, can make the process of change relatively straightforward.

We've compiled seven necessary questions that you should ask before selecting a gym management software provider.

**Let's get started.**

# 1 What is your out-of-the-box functionality and will configurations be required?

When you deploy new technology, you'll want to ask:

- **Can the tool be used right away?**
- **Will it require configurations?**
- **What are its functionalities right out of the box?**
- **Will it require a large amount of work to get it started?**

If you're like most clubs, then you likely run your business in a unique way that will require some adaptation. It's important to ask what the timeline is for modifying the system and how quickly you can expect to be up and running. Any disruption to the first bill date can mean disruption to your revenue as well as your member's experience.

ABC's expert implementation team brings years of best practices when it comes to software configuration and integration.

**On average, we can help you start first billing in as soon as 45-60 days.**

## 2 What is included for training club staff?

With staff turnover sometimes as high as 70%, keeping your employees trained and engaged is an important piece to successful change management. It's important to know the potential learning curve for any new software and ensure adequate support is provided during onboarding.

- **What training is available with the implementation?**
- **What learning materials are available?**
- **How is training delivered?**

The amount of time required for your team to learn any new tool will affect your ability to get started once the switch has been made. This in turn can have a significant impact on your club's bottom line, so it's critical to ensure the proper level of support is available to you and your team from day one.

**When you onboard with ABC Fitness, you'll have a dedicated trainer to help your team get up to speed.**

### 3 What does technical and member support look like?

Throughout your software procurement process, it's important to find out when a vendor's customer technical support is available, and to what extent they'll be accessible to both your team and your members.

For example, if you have a location that's open 24/7 to members, then at the very least, you'll require a software solution whose customer service is available when you are. We recommend working with a vendor whose customer service is available to you 24 hours a day, 7 days a week so that your members' schedules and lifestyles are accommodated.

At the end of the day, the vendor you select should be there to provide you with the support you need in a timely manner. A reliable gym management software supplier should be prepared to provide top-tier service around delicate issues such as payment and cancelation policies that prioritize your club, it's brand, and your overall commitment to member satisfaction.

## 4 What about scalability and innovation?

As the fitness industry evolves, competing extends beyond other gyms and clubs. Potential members are opting for different ways of being active, such as outdoor activities and home workouts like Apple Fitness+ and Peloton.

Your club management provider should be a future-proof partner. Be sure to assess their forward-thinking approach. Consider their experience deploying gym management software, industry involvement, recent enhancements for clients, and future plans. Gauge their commitment to serving gym owners, addressing common issues, and anticipating needs.

Most importantly, evaluate their scalability across different gym types, client base, and member support. Company longevity signals ongoing investment and reliability for your partnership needs.

**Remember:** you want to choose a vendor that's truly dedicated to fitness and innovation so they can accelerate your revenue and operations.

# 5 Where do you see room for improvement in your software solutions?

Before you select a gym management software, you'll want to know what it can't do. Are there certain features you absolutely need for your club's success? It's best to know what a vendor's limitations are on the front-end before you make a final decision.

Beyond software interfaces, does the software help you be more efficient and drive higher revenue across your club? Are any of its processes manual or cumbersome? At a minimum, your gym management software should have:

- **Strong revenue-cycle management to automate your billing and deliver more revenue**
- **Ability to bill all days of the month**
- **Out-of-the-box usability without needing extensive customization at extra cost**
- **Comprehensive and easy-to-digest financial reporting**
- **Flexible scheduling for group classes and personal training sessions**
- **Capable modules and add-ons to meet your unique operating model**

In addition to asking the vendor about their software limitations, do your research. Look for customer reviews, ask other operators you trust, and gather as much information as you can about the product's features and limitations. Doing so will help inform your next steps.

## 6 What are the terms of the contract?

Understanding contractual terms is crucial, especially during a transition to new gym management software.

Explore potential penalties for early termination and inquire about additional charges for data retrieval or transfer. Check if a multi-year commitment is obligatory and be mindful of notification requirements for contract changes. **Proactive awareness prevents unforeseen fees and ensures you're not bound to outdated technology.**

And of course, always review the contract language to ensure you're comfortable with exit terms, preventing future surprises or punitive fees down the road.



# 7 How straightforward is the process of switching software providers with your service?

Navigating change is inevitable when dealing with legacy technology. However, some gym management software providers complicate the process of switching, making it essential to have a clear understanding of the exit procedures if you opt for a different software solution. Your vendor should be a true partner in your business success and support informed decisions for your club.

In the event of a switch, it's crucial to assess how the vendor handles your data and whether the transition will be unnecessarily complicated or painful. Here are some key considerations:

- **Do they charge exit fees or extraction charges?**  
Some software solutions will charge a fee to transfer your information.
- **What is the reserve obligation and how do they justify it?**  
Understand the justification behind any reserve obligation and its relevance, especially in light of the pandemic and your vendor's response.

At ABC Fitness, we believe in empowering club operators and owners. That's why we prioritize your ownership of data, and there are no export or transfer charges.

# Ready for a Proven Gym Management Software Partner?

As the fitness industry evolves, gyms are focusing on future optimization, presenting an ideal opportunity to critically assess your current vendor. ABC Fitness provides a comprehensive club management software that empowers owners to craft a personalized Total Fitness Experience.

With 24/7/365 customer support and a flexible month-to-month contract, ABC Fitness Solutions offers seamless integration, proven financial results, and customizable interfaces.

If you seek a one-stop software solution with high out-of-the-box functionality and exceptional support, connect with our experts today for a fitness-tech upgrade.

## BOOK A DEMO

Book 15 minutes to connect with our team.

We'll learn about your business goals and explain how ABC Fitness can improve business operations and increase revenue through member management, payment processing, and custom data reports.

[BOOK A DEMO →](#)