



GYMMASTER

Membership Management Software



Viva Fitness gets results

About Viva Fitness

Viva Fitness is a South Australian health club of around 1400 members. Their mission is to support members in establishing an enjoyable, healthy lifestyle. Viva staff are highly skilled and passionate about helping their members reach their personal fitness goals.

Unfit billing system

Like every successful health club, Viva Fitness required a reliable, systematic way to ensure gym users were being billed for their membership. Their previous member management software provider neglected Viva Fitness as they weren't considered substantial enough to offer services to. "They got a big contract and stopped worrying about the little guys like us and we were left with nothing," said Viva Fitness partner, Dion Mychalyn.

His requirements were straightforward, they needed user friendly member management software to enable them to efficiently bill members.

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It's simple and easy to look through

Gym Master works out

In August 2013 Dion evaluated several options for implementing a new payment management system at Viva Fitness. There was one product that stood out from the rest. Gym Master promised affordable independent club daily management with excellent support.

Dion decided to go with Gym Master, saying, "The main thing was that we could do our billing and the price was good for the service that we were after." The flexibility of the product also appealed to him. "There was a lot of stuff on the other sites that I couldn't see us using – I was just after a simple solution."

It was easy to get the system up and running with support and training from the Gym Master team.

The system has worked out well to fulfil Viva Fitness's needs. "It's simple and easy to look through," said Dion. Gym Master's user friendly interface makes it easy for staff to carry out membership management tasks. They frequently use it for sending emails and SMS messages to their members, logging sessions against personal training and payment management.

About Gym Master

Gym Master is gym software designed to make it easy to maintain detailed records of your members and their memberships, book classes and trainers, process and track sales, and communicate en masse with the right members at the right time.

Designed to fit clubs of all sizes, this gym software is feature-packed. With a full booking system, point of sale, website integration, direct debit integration, a mobile app for trainers, online booking for clients, and 24/7 door access control, Gym Master has all you need.

A healthy relationship with your Gym

Dion has been so impressed with Gym Master and the support that comes along with it, that he's been recommending it to fellow gym owners.

The high level of attention from Gym Master was initially surprising. "The support's heaps better than our previous provider. We weren't getting updates for the last system, but Gym Master keeps up to date," said Dion.

The responsiveness of the company has also been an improvement from Viva Fitness's earlier system. "The personal service is a lot better. If we have questions we can get answers." Dion explains that when faced with a problem, Gym Master staff fervently seek to resolve it with a positive disposition. With such a healthy relationship between Gym Master and Viva Fitness, the health club staff are in turn able to offer their members a high quality service.

Personal training milestones, such as details of fitness sessions, are documented in each members profile via the Gym Master membership management tool. This enables the trainer to review progress, benchmark results and get guidance on whether there is a need to modify training plans to improve results.

The payment management software, the key feature that originally attracted Dion to Gym Master, now empowers Viva Fitness to collect their membership fees using an easy and timely approach. This helps reduce the staff's time spent on administration tasks and gives them more opportunities to do what they love – interact with members to support and motivate them towards their fitness goals.