

RELIABLE DATA AND ACTIONABLE REPORTING SUPPORT GROWTH FOR VILLAGE HEALTH CLUBS & SPAS

To help Village Health Clubs & Spas meet their growth goals, Anders upgraded their CRM system to process payroll easily while providing training to ensure it can be managed in-house.

GROWING PAINS

- ▶ The Village Clubs needed an updated CRM system to keep up with their continued growth
- ▶ Their old CRM system dumped raw data into a data warehouse, making it difficult to sort and filter for tasks like payroll
- ▶ The update needed to happen quickly since payroll reports are time-sensitive

THE ANDERS TECHNOLOGY SOLUTION

- ▶ Anders implemented a new CRM system and ensured it was properly integrated into the old system to keep the transition seamless, improving overall accuracy and ease of use
- ▶ The hard deadline due to the payroll cutoff point was met so the Village Clubs were able to file their reports on time
- ▶ Advisors maintained open communication to help answer questions and fix bugs as they appeared to help ensure a smooth process throughout the project's entirety
- ▶ Anders provided training and written documentation explaining how the CRM reports were generated with definitions of each data point, management practices were optimized



INDUSTRY



FITNESS

NUMBER OF
EMPLOYEES



700

ANNUAL
REVENUE



\$91.2 MILLION

Anders responds **very quickly**. They don't seem to ever stumble, and they go down the right rabbit hole **the first time**.

Bill Taylor, Director, Information Systems
Village Health Clubs & Spas