



# Freedom Aquatic and Fitness Center Grows With CSI Software

## Background:

The Freedom Aquatic and Fitness Center, located on the Prince William campus of George Mason University, is a 100,000 square foot facility that houses two pools, a full gymnasium, racquetball courts and a full range of adult and youth programming. The Center is the result of an innovative joint partnership between George Mason University, Prince William County and the City of Manassas and has been heralded as a national model for such endeavors. Freedom opened in September 1999 and remains one of the largest aquatic and fitness centers in the region.

## The Challenge:

Their existing software vendor was in the process of discontinuing operations. With no support, FAFC was facing a daunting task.

### Industry:

Campus Recreation Center  
Parks and Recreation

### CSI Software Deployed:

Member Management  
Front Desk Check In  
Employee Check In  
Point of Sale  
Inventory  
Accounts Receivable  
Program Registration  
Facility Management  
Series Sales  
Gift Card Management  
Fitness Software  
On-Line Services

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According to Jack Recker, Freedom Center Business Manager, the situation was becoming unmanageable. “We were using outdated, slow, unsupported software that provided no potential for growth and no further enhancements”.

Software performance was a major issue for the Freedom Center.

“Slow response time rendered facility check-in almost useless” says Recker. “By the time a member’s account came up for review, the member was already well on his way through the door”.

This condition created a security and customer service nightmare for the Center staff.

After exploring the market, CSI Software was chosen because of its fully integrated suite of programs, history of successful data conversions and potential for growth.

#### The Solution:

CSI Software provided the Freedom Aquatic and Fitness Center with an enterprise solution that could run quickly over the campus wide area network.

### **About CSI Software**

CSI Software provides integrated software solutions to health and fitness clubs, campus recreation centers, wellness centers, JCC/ YMCA/YWCA organizations and parks and recreation centers. Founded in 1977, CSI Software is a private company based in Houston, TX. For more information, logon to [www.csisoftwareusa.com](http://www.csisoftwareusa.com)

“Working with the CSI implementation team” says Recker, “the Freedom Center went live with the new system September 2004. Because the Center is an auxiliary enterprise operation of George Mason University, IT considerations involved the University infrastructure to include a server stored and operated off sight”.

### **The Benefits:**

- Increased customer service
- Increased staff efficiency
- Improved security
- Opportunities for growth and expanded services

