

**Industry:**

Health and Fitness Clubs

CSI Software Deployed:

Member Management
Front Desk Check-In
Point of Sale
Accounts Receivable
Inventory
Program Registration
Facility Management
Series Sales
Locker Management
Health and Fitness
Online Services
Contract Management
Prospect Management
Scheduler

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Saw Mill Sports Management
5 Clubs
Located in New York and
Connecticut

CSI Software Provides Return on Investment for Saw Mill Sports Management.

Background:

Saw Mill Sports Management (SMSM) is a group of 5 premier health clubs in the New York and Connecticut marketplace with facilities ranging from 15,000 square feet to 150,000 square feet. The largest of the clubs houses 2 pools and 13 tennis courts, both indoor and outdoor. It also provides programs covering the full spectrum of health club offerings.

The Challenge:

The prior software vendor had been partnered with Saw Mill Sports Management from its inception over 30 years ago. While this software provided reliability and stability for payment processing and record keeping, it was unable to assist in member management and other core functions, particularly non-dues services.



According to Frank DeFino, CFO of Saw Mill Sports Management, “Our previous vendor could neither facilitate cost control effectively and efficiently nor keep up with SMSM’s fast growth in the health club industry.”

Saw Mill Sports Management began the arduous task of defining and reviewing the needs of today, as well as predicting those required in the future; a task that took many years. A thorough analysis of several software companies was performed with CSI Software being selected as the chosen vendor.



“It was determined that CSI would allow our businesses to grow, improve control of costs and arm us with tools to fend off ever present competitors in the industry” says DeFino.

The Solution:

CSI Software helped SMSM by replacing many disparate systems with a single source, fully integrated solution. The implementation was done over a two-month period, remarkable considering SMSM does not have full-time IT.

“All 5 clubs went live in a two month period with the transition smooth and well controlled by CSI” says DeFino. “CSI’s Implementation Department was able to convert all of the information in our older software, and has worked diligently on improving their software as our business needs arise.”

About CSI Software

CSI Software is the leading provider of membership management software and services designed for health and fitness clubs, campus recreation centers, wellness centers, JCC/ YMCA/YWCA organizations, and parks and recreation departments.

For more information logon to csisoftwareusa.com

The Benefits:

- Decrease costs by over \$75,000.00 by eliminating third party credit card and EFT processing fees, and paper statements.
- Increased customer satisfaction, service and retention.
- Improved and up to date information for members via real-time Online Services.
- Improved financial information.
- Improved staff efficiency.