

How the World Gym Quebec Group Seamlessly Migrated All Member Data and Onboarded 12 Locations at Once

Challenges Faced

The World Gym Quebec Group successfully owns and operates 12 gyms across Quebec. As the largest franchise group in North America within the World Gym network, they were facing challenges with their data management and member enrollment process. They relied on traditional pen-and-paper processes for member sign-ups, leaving room for errors and inefficiencies. Moreover, Quebec's consumer-focused guidelines necessitated a system that could manage consumer information exclusively in French which their current system didn't support.

These challenges prompted the need for automation and a system that could handle member enrollment in the proper language while ensuring data migration without any loss or errors. Club OS/ASF, a leading provider of gym management software, was selected as its partner to address these challenges.



We recently converted 12 locations all at once. Their customer success team supported us onsite for training and onboarding and were on point and fully engaged to ensure the process was very smooth. The process went very well and we're super happy.



-Sammy Chehayeb, Owner, World Gym Quebec Group

WORLD GYM

Overcoming Obstacles

With a large member base and all their data needing to be transferred in addition to 12 locations going live at the same time, the franchise group wanted to ensure seamless migration and onboarding so the transition would be as smooth as possible for all parties involved.

From there, Club OS/ASF's product & support teams worked together to not only ensure the platform checked all of World Gyms boxes but also developed a plan on how to smoothly transfer all their existing data and get their team up and running on ASF as seamlessly as possible.



12 Location conversion

Multi-language requirements

Traditional pen-and-paper processes

A Tailored Solution Offering

Club OS/ASF offered World Gym Quebec an online join system in French, catering specifically to the needs of Quebec's consumers. The system was designed to display all the necessary details in the proper language, ensuring compliance with the province's guidelines, while also modernizing the member sign-up process.

Data Migration & Support

Data migration was a critical aspect of the project and a top concern for World Gym when switching platforms. Club OS/ASF seamlessly incorporated all of their members' information, payment types, and historical data from their previous software before the official platform launch date. World Gym appreciated the level of service and support that followed, emphasizing the company's commitment to being a true partner during the migration process.

Seamless Implementation

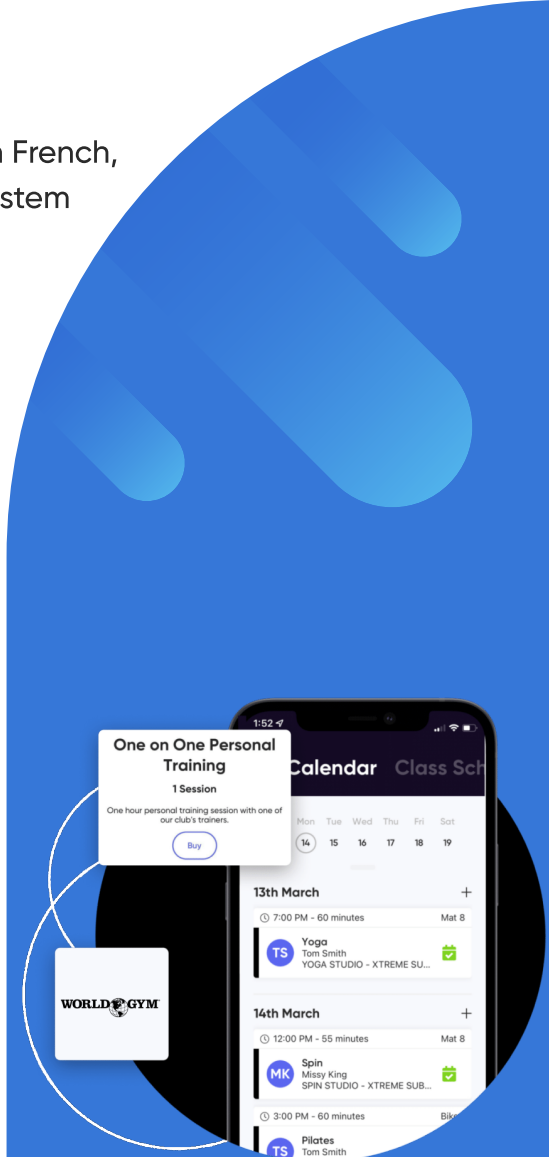
Before the launch, the Club OS/ASF team provided comprehensive support to ensure a smooth transition. A dedicated technical team, made up of customer support, product management, and other experienced personnel, was on site for over a week to ramp up operations and offer real-time assistance as staff were trained on how to utilize all the tools Club OS/ASF has to offer.

The implementation process was a remarkable success; all 12 locations were brought online simultaneously.

A Transformative Partnership

Club OS/ASF proved to be the ideal partner for the World Gym Quebec Group. By offering a comprehensive gym management software solution, ASF addressed their challenges related to data migration, language requirements, and automation. Through their attentive support, dedication to customization, and ability to manage complex implementation workflows, ASF showcased their commitment to becoming a true partner to their customers.

The World Gym Quebec Group now enjoys a modern and streamlined process that caters to the needs of its diverse member base, setting the stage for continued success and growth.



Deliver a next-level member experience & efficiently manage your club with our flexible, all-in-one solution.

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