



S20 HEALTH AND FITNESS SUCCESS STORY:

EVERYTHING IN ONE PLACE FROM A SUPPORTIVE PARTNER

This community-focused independent gym switched to Xplor Gym to make managing the business simpler with an all-in-one gym management solution and proactive support.



xplorgym.co.uk



Yorkshire-based independent gym, **S20 Health and Fitness**, has been the go-to place for members looking to achieve a wide range of goals since 2016. A true community hub!

This owner-operated club provides an inclusive, welcoming environment for close to 1,000 members. S20 Health and Fitness is dedicated to delivering the best possible care to members, pairing high-end equipment and facilities with a warm welcome.

In support of the wider community, the team at S20 Health and Fitness runs charity events on a weekly basis. And the business is affiliated with both male and female mental health groups.

AT A **GLANCE**

By partnering with Xplor Gym, S20 Health and Fitness has:



Experienced a smooth go-live, with minimal impact on attrition



Easy access to joined-up support from the Xplor Gym team



An all-in-one gym management solution that continues to improve



Seeking a simpler solution

As a small business, S20 Health and Fitness is run by a small team. And that means the owners have to take on many different roles.

The business had previously worked with separate gym management software and membership payments providers. In early 2024, to make running the business simpler, S20 Health and Fitness decided it was time to consolidate.

Finding an all-in-one gym management solution that could do it all – sales, marketing, scheduling, payments, and more – was a must. And the support needed to be right too, both during the onboarding period and once the club was up and running with the solution.



I needed a solution with everything together in one place. I'm no computer expert! So, I needed to feel I'd always be supported with help to get the most out of our software investment.

Dean Ellis
Operations Director, S20 Health and Fitness



A strong, reassuring switch

Having reviewed the solutions available, S20 Health and Fitness **decided to make the move to Xplor Gym.**

The solution covered everything that the club was looking for in a gym management platform. Plus, the club saw that they'd be guided through the onboarding process with someone they could always rely on for help. And the hands-on support would continue post-go live.

The onboarding process ran smoothly. Throughout the club was supported by their Onboarding Engineer throughout with regular progress calls, training sessions, and additional help.



I couldn't say a bad thing about the whole process from onboarding onwards. Everything has been really transparent.

The plan for the onboarding process was clearly explained upfront. I knew exactly what was expected.

Throughout the whole process of switching, the support was phenomenal. Our Onboarding Engineer was never too busy to help. I just felt really comfortable.

Dean Ellis

Operations Director, S20 Health and Fitness





Waking sleepers was our biggest fear in switching to a new gym management system. It's the reason we put it off for quite a while!

Ahead of switching we had around 1,000 paying members with about 100 sleepers. I'm pleased to say that around 80 of those sleepers are still with us and we know we're now able to deliver a better service for all members.

Dean Ellis
Operations Director, S20 Health and Fitness

The club had been concerned that switching to a new solution would wake up 'sleepers' (paying members who've not visited for some time).

10% of S20 Health and Fitness members were 'sleeping' ahead of go live. Positively, only around 20% of those sleepers decided to leave – approx. 2% of the club's membership base.



Joined up support & an ever-improving solution

S20 Health and Fitness went live with Xplor Gym in July 2024.

The Xplor Gym team remains on hand to help as S20 Health and Fitness continues to find out about everything the extensive system can do.

Their named Customer Success Manager provides a consistent point of contact, always helping the club get the most from their software investment. Plus, the support team is there to help with everyday questions.



If I have a problem or question, I know I can pick up the phone or message our Customer Success Manager. She'll quickly get back to me with help.

I've raised a few tickets with the support team and the level of service has been exceptional. There's always someone to answer questions and helpful videos and training too.

Dean Ellis

Operations Director, S20 Health and Fitness



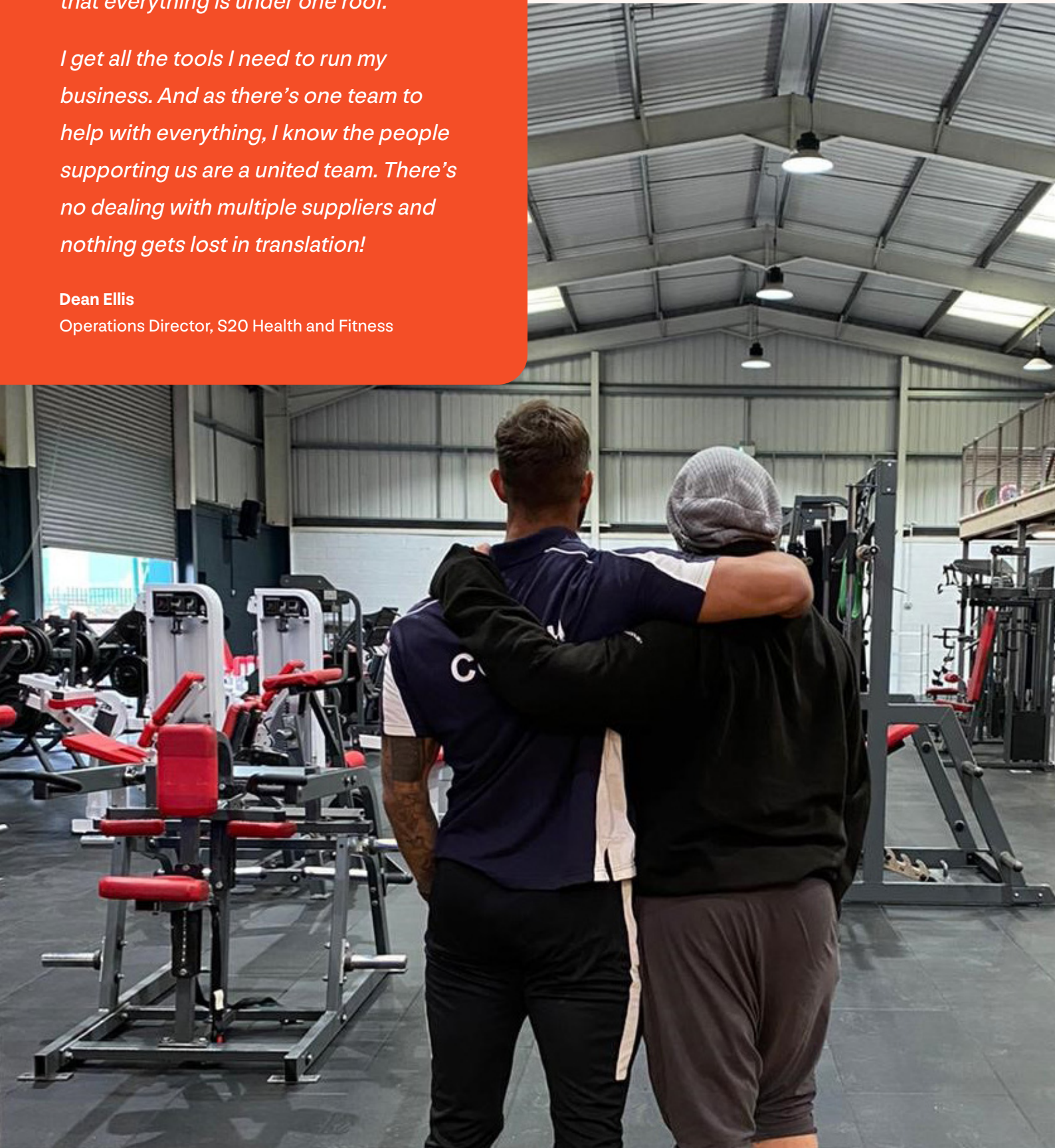


I'd recommend Xplor Gym due to the fact that everything is under one roof.

I get all the tools I need to run my business. And as there's one team to help with everything, I know the people supporting us are a united team. There's no dealing with multiple suppliers and nothing gets lost in translation!

Dean Ellis
Operations Director, S20 Health and Fitness

The club now has a solution with everything needed for managing the business in one place. A solution that's always improving with new features and enhancements made regularly. All benefiting S20 Health and Fitness – and the club's members.



Say hello to Xplor Gym

Faster. More responsive. Easier to use. Xplor Gym is the all-in-one gym management software of choice for ambitious clubs.

When choosing Xplor Gym, you'll get what you need to save time, engage members, and grow profitably. Designed for gyms, no distractions.

And you'll get a true partner. Think of our team as an extension of your own, on hand to help you succeed. Our passionate UK-based team deeply understand the UK fitness market. So, we'll bring solutions and knowledge to help your business succeed now and into the future.

Get the tools you need to make running a gym less admin and more awesome:

- **Customer relationship management (CRM) & member management**
- **Sales & prospecting**
- **Embedded billing & membership payments**
- **Bookings & classes**
- **Retention & marketing**
- **Member app**
- **Access control**
- **Analytics & reporting**
- **And more!**

**BOOK A DEMO TODAY
TO SEE XPLOR GYM IN ACTION**