ClubAssistant
Membership Software

Software in top shape

TAC The Assistant Company

www.tac.eu.com

Club Assistant
Membership Management Software

TAC | The Assistant Company is a global software development company with its headquarters in Hartberg, Austria. Since 2001, TAC is specializing in the development and implementation of software solutions for Membership Management and Spa & Activity Management.

With Club Assistant, we provide our customers with a complete solution package for up-to-date fitness club management. From members' check-in and turnstile access control to rental management, accounts receivable and Web contract creation, Club Assistant simplifies the work process and deploys resources efficiently. Its 140 interfaces guarantee a seamless integration of our software solution with the existing software framework of any company.

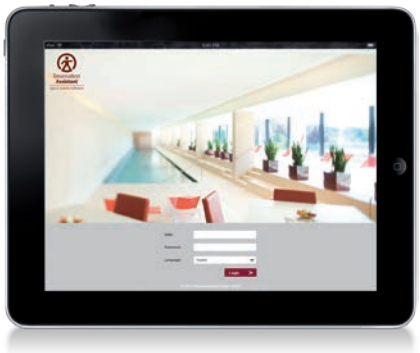
Membership Management

- Creation of various contract types and categories
- Automatic contract extensions
- Linkage of services, products and packages to a membership
- Easy management of bonus and rest periods
- Tools for automatic price increases
- Clear task planner
- Creation of membership IDs
- Easy transmission of standardized membership mailings
- Contact history for every member
- Extensive contract and revenue evaluations
- Management of prospective members

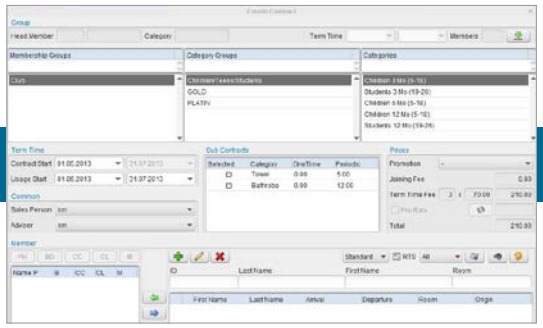
App for Tablets

Access Control

- Check-in and check-out function with pictures
- Overview of all persons present in the club
- Connection to accounts receivable management
- Driveway access control
- Control of lockers
- Control of vibration training equipment



Check-in



Contract creation

Member retention & promotions

- Straightforward transmission of emailings and SMS
- Easy and fast web contract creation
- Enabling of online booking
- In-house marketing using Digital Signage

Accounts Receivable Management

- Maintenance of memberships
- Generation of debit notes
- Compilation and monitoring of payments received
- Configurable dunning levels and dunning letters
- Overview of outstanding debts
- Collection order
- Individual evaluations and reports

Supporting functions

- Cashless payment of solariums and beverage dispenser
- Point of Sale system
- Rental management
- Stock control
- Gift certificate management
- Membership of classes and appointment scheduling

Our Support for you

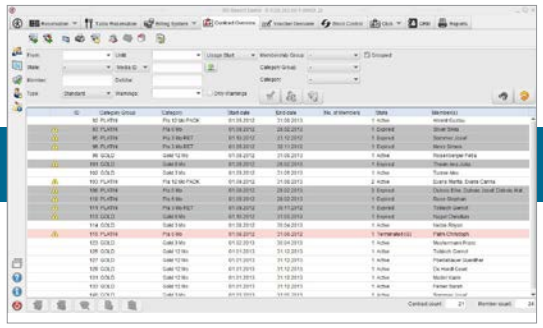
- 24/7 Support
- User friendly online help
- Multiproperty functionality
- Variety of interfaces and flexibility
- Use of the Club Assistant on tablets
- Available in 18 languages

We are always there for you.

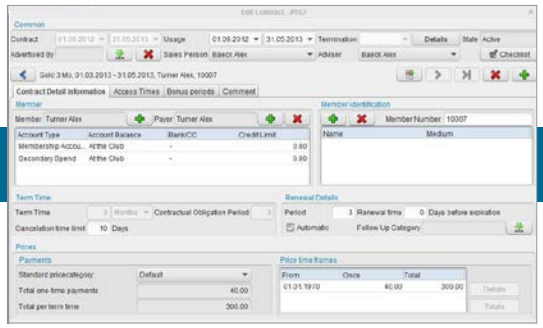
An expertly trained support team is at your disposal 24/7 via telephone, mail, Skype or fax. Support of the highest quality is very important to us, which is why calls are answered by a Club Assistant expert at all times.

Detailed answers to your questions can also be found by using the online help. Access the help area through the software application. Find release notes, manuals with screenshots and other important information regarding Club Assistant.

With our TAC University, we provide you with a suitable framework to deepen your knowledge of Club Assistant. Attend one of our user training sessions and find the optimal way for using our membership software in your fitness club.



Contract overview



Contract editing

TAC - The Assistant Company
Spa & Activity Management

In 2001, The Assistant Company was founded with the aim of supporting the constantly increasing requirements of the spa, wellness and health industry through a state-of-the-art software solution. TAC has become the innovation leader of the German-speaking wellness market and is now establishing its longstanding expertise in the fitness industry. In terms of Spa & Activity Management, TAC not only takes care of the economic management of resources but also increases their customers' turnover through the development of marketing tools and sales channels. Added value is provided through Digital Signage, the Mobile App or the Facebook Booking App.

The modular structure of all TAC products guarantees a flexible and individual solution.

Digital Signage

- In-house marketing via electronic posters
- Display of available treatments, products and classes
- Automatic content updates
- Dynamic adaption of content
- Integrated in spa or club design
- Individual or synchronized illustration on different screens

Mobile App

- Sale of treatments, products and gift certificates via smartphones
- 24/7 availability
- Apple iOS und Android compliant
- Automatic sending of SMS reminders
- Real-time adaption of software

Facebook Booking App

- Sale of treatments, products and gift certificates via Facebook
- 24/7 availability
- Easy, customized multimedia settings
- Easy payment via credit card, direct debit or PayPal
- Real-time adaption of software

www.tac.eu.com

The Assistant Company
References

GRAND RESORT Bad Ragaz *****

NAD AL SHEBA SPORTS COMPLEX

RUPERTUS THERME SPA & FAMILIEN RESORT · BAD REICHENHALL

ELEMENTS

VAMED health. care. vitality.

ASPRIA Be More

„The TAC software solution facilitates our organizational work and enables us to delight our guests with convenient functions such as gift certificates. The software helps us take care of our guests attentively and represent our spa as one of the most extraordinary and classy ones. TAC's solution was definitely the right choice for Aspria."

Michael Sieber, Group Technology Director, Aspria

Club Assistant
Modules & Add-ons

Webshop | Facebook Booking App | Digital Signage | Mobile App | Wellnessbooking.com

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