



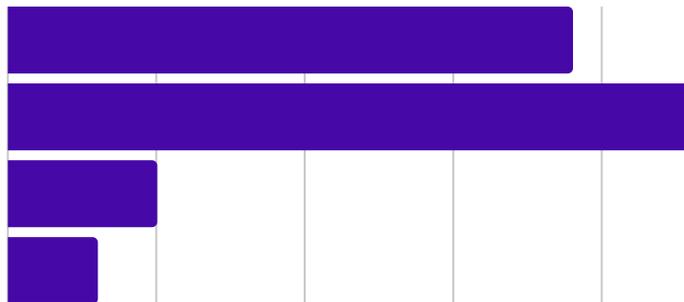
# CASE STUDY



**STEPHANE HERRGOTT**  
Manager, coach, and founder  
of Flash Form concept



**904**  
booked  
appointments  
since January



**38 %**  
**46 %**  
**10 %**  
**6 %**

## Can you introduce your company?

Flash Form is a gym, and more specifically a fitness center. We offer our members bodybuilding, fitness and cross-training.

## Since when do you use the appointment online booking solution ?

We have been using Agendize's online booking solution since early January 2019. So it's been about 4 months.

## What needs were met ?

We offer our clients courses on appointment. This formula allows us to limit the number of places available, so that our coaches can provide the best follow-up to each member.

So we needed a solution to optimize the management of our appointments.

## How did you manage the appointments before that?

Before opting for an online appointment booking solution, our customers would phone us or send us messages on Facebook to reserve the slots they wanted to participate in. Then we recorded everything manually in our software. This way of work was providing us a lot of administrative work.

### **Did you have any fears before implementing the solution?**

No, we did not have any particular fears.

### **What are the benefits of online appointments booking for you and your teams?**

Online scheduling saves us a lot of time, because we no longer need to synchronize our own calendars to take appointments.

In addition, it also allows us to significantly reduce our workload outside the gym opening hours. Since before, our clients called us to book appointments when they thought about it. It could be Sunday night at 11pm as well as Monday morning at 7am.

Now, they make an appointment online when they want, and we are no longer solicited outside of our working hours.

### **Do you think that setting up online appointments booking has improved the vision your employees have of digital?**

I think my employees do not have any problem with digital, rather, they are happy to have tools like this to save time and practice their job more.

They are there to be coaches and not to take appointments.

### **Your favorite part of the tool?**

The convenience because we only have to turn on the application to know if we have appointments or not. It's super simple, everything is synchronized in real time.

### **How do your customers have access to online appointments booking?**

Our customers now book appointments from a button available on our Facebook and Google My Business pages, our website, as well as our reception desk at the entrance of the gym.

### **Describe Agendize in one sentence ?**

A simple and effective online appointment scheduling solution.



***"A simple and effective online appointment scheduling solution"***

### **Finally, how would you describe the Agendize' support team on this project? Are you satisfied?**

Everything goes very well ! ■