



CASE STUDY

Fitness Franchises TRUSTUC & NETWORK UPGRADE



\$20k REDUCTION
in Monthly Operating Costs



Challenges

Rising monthly costs, slow response times, and inconsistent customer support began to create significant operational challenges. As both fitness franchise organizations grew,

With locations across the U.S. and Canada, the franchises required a scalable technology environment that could support ongoing growth while ensuring reliable connectivity and uninterrupted daily operations.

The organizations required modern communication tools and dependable connectivity to support seamless collaboration, mobility, and day-to-day operations.

Both franchises sought a provider capable of delivering responsive service, accountability, and 24/7 support, while simplifying technology management nationwide.

About the Customer

Two rapidly growing fitness franchises were searching for a more reliable and scalable technology provider to support their expanding operations. One franchise operates over 200 locations nationwide, while the other manages 57 locations across the U.S. and Canada. Despite impressive growth, both organizations grew increasingly frustrated with their previous technology providers. They struggled with inconsistent support, rising technology costs, and solutions that could no longer keep pace with operational demands.

As their businesses expanded, dependable connectivity, responsive customer care, and modern communication tools became increasingly essential. Both organizations sought a technology partner who could simplify multi-location management, enhance reliability, deliver long-term scalability, and reduce unnecessary expenses.

Ultimately, they chose Telesystem for its responsive sales approach, flexible solution design, and 24/7 U.S.-based support team, which delivered the level of service and accountability they had been missing.



Telesystem's Solution

To help modernize and simplify operations, Telesystem tailored connectivity and communication solutions that aligned with each organization's unique business needs.

For the first franchise, a rapidly expanding fitness brand with over 200 locations nationwide, Telesystem implemented **primary internet connectivity** at every site, establishing a stable and **scalable network** foundation.

To streamline deployment and avoid unnecessary capital expenses, Telesystem supported a seamless migration strategy, enabling the customer to retain and continue using their existing network equipment across all locations. This approach minimized disruption, expedited implementation, and eliminated the need for costly hardware replacements. As a result, the franchise achieved a more reliable, scalable connectivity environment and reduced monthly technology expenses by approximately \$20,000.

The second franchise, with 57 locations across the U.S. and Canada, partnered with Telesystem for both **primary internet connectivity** and **voice services**. Telesystem deployed cordless handsets throughout all locations and implemented the **TrustUC UCaaS** platform for office employees, enabling seamless communication, collaboration, and mobility throughout the organization. The solution not only modernized communications and improved support responsiveness but also reduced the franchise's monthly technology costs by approximately \$10,000.

By partnering with Telesystem, both fitness franchises gained a dependable technology partner capable of supporting continued growth with scalable connectivity, modern communications solutions, responsive support, and exceptional customer care.