

CASE STUDY



About the Client:

"There has to be a better way."

That small-but-powerful sentence has led scores of personal and professional transformations, and it's what drove *ClubReady* from an industry upstart to a leading provider of health club management.

So, they built a system that worked. Understanding the need to bring all of a club's operations into one system, they created *ClubReady* and made it flexible enough to be used by operations of any type... from small studios to large membership chains.

But that innovation didn't just stop as soon as they met that major goal. The *ClubReady* team continues to update and refresh the system's functionality, and so they continue to lead the industry. There was a better way — and *ClubReady* built it.

Challenge:

A typical challenge that a payment facilitator often faces is keeping current and accurate policies and procedures. During an annual audit it was determined that *ClubReady's* underwriting and risk management policies and procedures were in need of updating.

Solution:

ClubReady selected **Rich Consulting** and **Double Diamond Group** for their unparalleled expertise in the creation and implementation of critical internal documents and strategies. According to *ClubReady's* Chief Financial Officer, Daniel Wacker, "My team and I worked closely with **Rich Consulting** and **Double Diamond Group** to develop new underwriting and risk management policies and procedures. Upon submitting them to our processor, the policies were accepted on the first pass."

Rich Consulting and **Double Diamond Group** — working side by side with *ClubReady* — learned their business, understood their needs and created, reviewed and edited in a true collaborative style all of the new policies and procedures.

Results:

Rich Consulting and **Double Diamond Group** provided *ClubReady* with a new set of written underwriting and risk management policies and procedures.

Mr. Wacker states "I was thrilled with the results and the first-time success was well worth the time, effort and money that my team spent. Working with **Rich Consulting** and **Double Diamond Group** definitely expedited our process of having a final set of policies by months if not years."

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Solution Overview:

- *Developed Custom Underwriting and Risk Management Policies and Procedures*
- *Processor approved the new policies and procedures after the first submittal*
- *Saved the client months if not years*



For more information, contact:

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