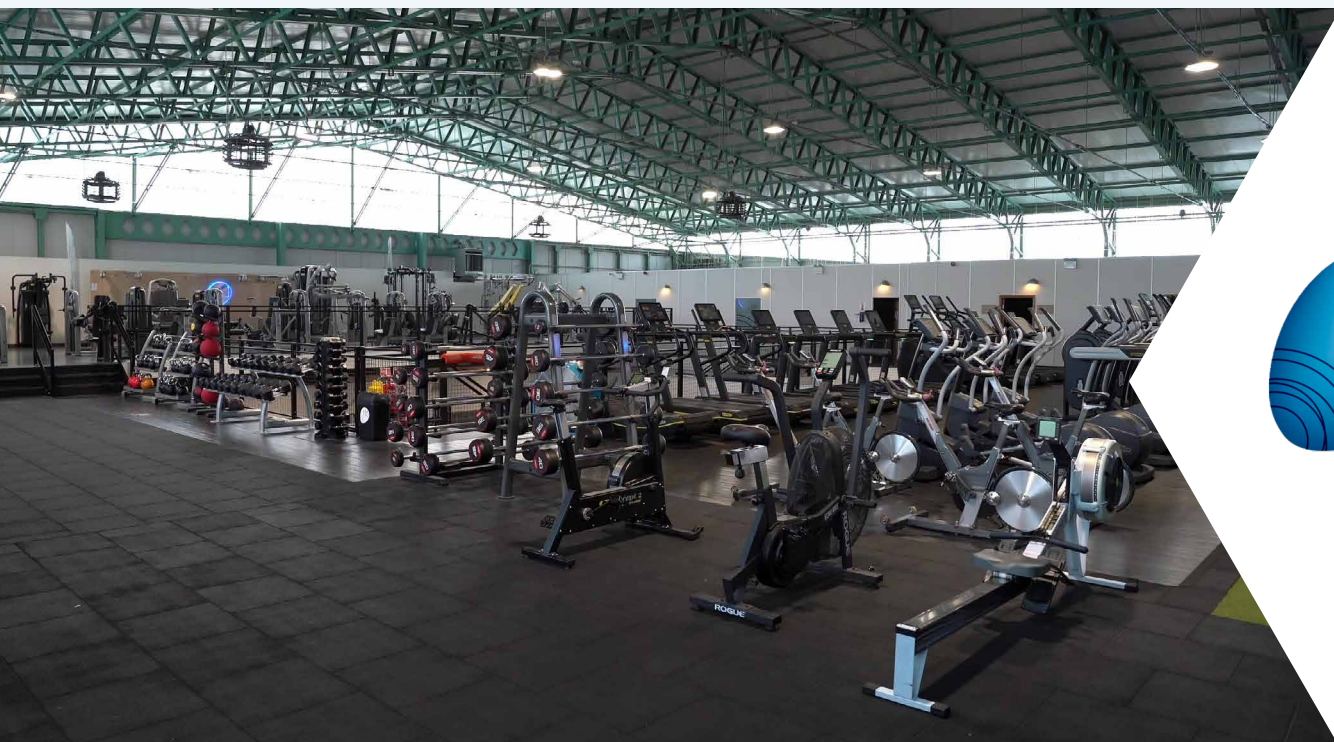


TFD HEALTH & FITNESS  
SUCCESS STORY:

# The team behind the technology

How this 22-year-old independent health club traded unreliable software and frustrating support for a platform that simply works – and a team that genuinely cares.

[resamanian.co.uk](http://resamanian.co.uk)





**TFD Health & Fitness** (known to its members simply as TFD Gym) is a 22-year-old independent health club based on a business park in Grove, near Wantage, Oxfordshire.

The facility is anything but ordinary. Five studios, an endless swimming pool, a sauna, a steam room, a dedicated free weights floor, cardio floor, free training zones, HYROX-affiliated training options, a therapy clinic, and even an on-site hairdresser all sit under one roof.

With 90 classes on the weekly schedule and approximately 40 staff, TFD Gym is a full-service fitness and wellbeing destination for its community.

The business is family-run, and that ethos runs through everything it does. For TFD Gym, member retention is a natural expression of values centred on knowing members personally, delivering a consistently high standard every visit, and genuinely wanting people to achieve their goals.

## AT A GLANCE

By partnering with Resamania for software, TFD Gym has:



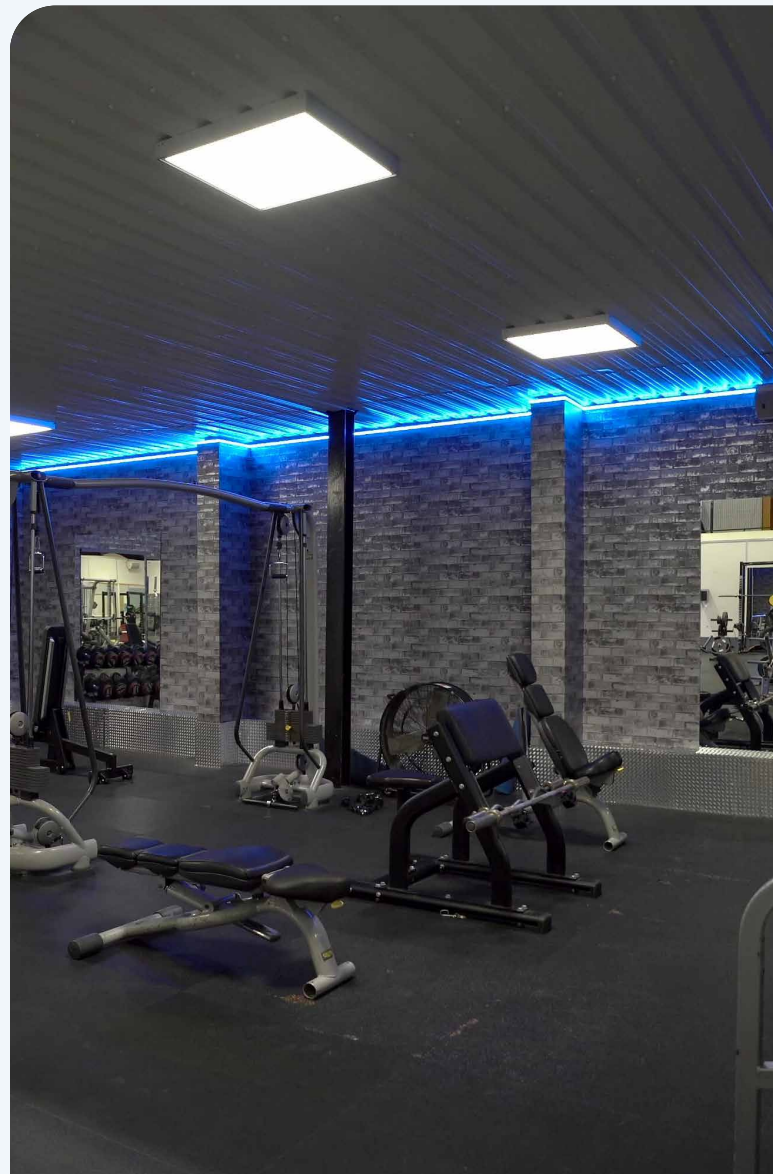
Saved time for staff with a reliable member check-in system powered by an always-on platform



Gained a clear, real-time view of the key performance indicators that matter

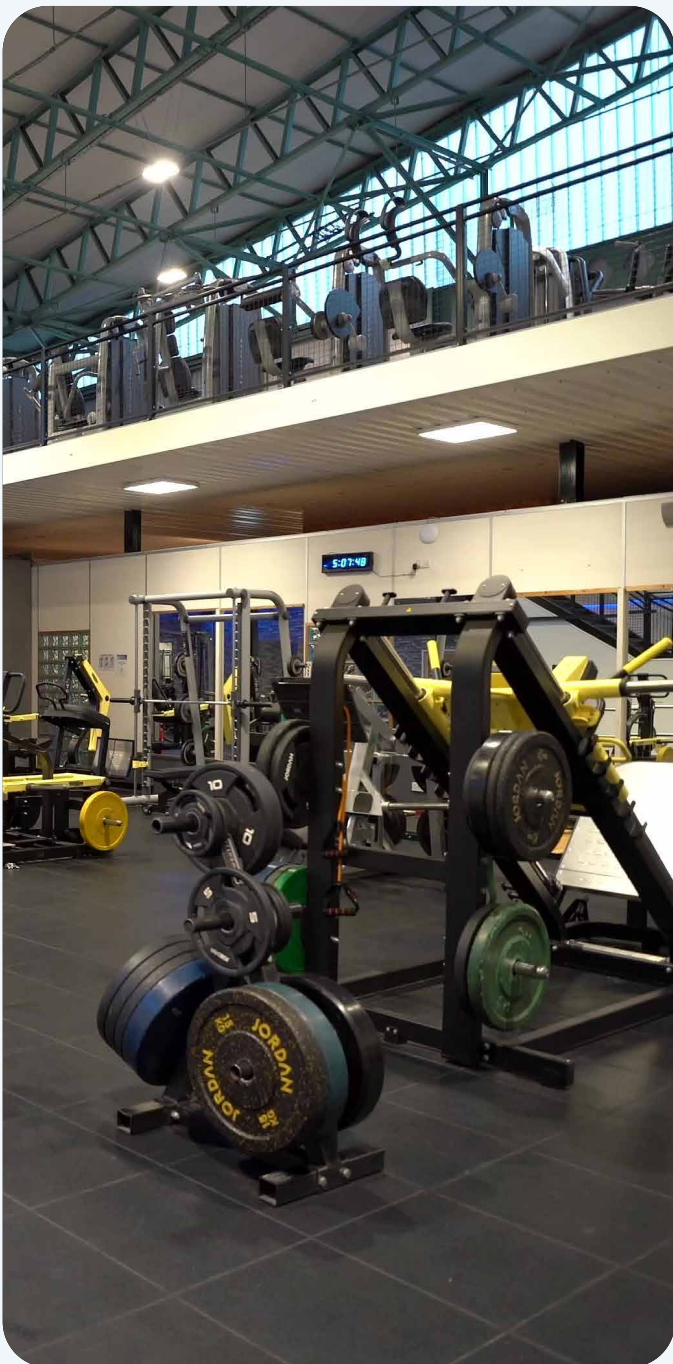


Found a genuine, long-term partner to rely on for proactive guidance and responsive support



The challenge:

# Unreliable tech & support that wasn't there when it mattered most



The check-in system was flaky. When that wasn't working it caused huge amounts of investment in time and a drain on our resources. There was no sign that it would ever be resolved.

**Lisa Vokins**

Owner

TFD Health & Fitness

For a busy club running 90 classes a week, reliable access control and class sign-in is critical.

Before switching to Resamania, TFD Gym faced an unreliable check-in system.

The check-in process should automatically verify memberships and log visits. When the system repeatedly failed to do this, the knock-on effect rippled through the business. That meant manual work for staff, and frustration for members.

Adding to this, getting help was its own ordeal. Support responses were slow and often came late in the day from overseas. Plus, communication barriers made resolution difficult and slow.

Despite repeated escalation, the underlying problems were never fixed.

TFD Gym needed a platform that could handle the scale of such a busy club. And just as importantly, it needed a team behind that platform that would actually show up with proactive support.



With Resamania, we send through information when we have a problem and we quickly hear that the team is looking into it. It doesn't feel like you're being told no. That makes such a difference.

**Lisa Vokins**

Owner

TFD Health & Fitness



The solution:

## Membership management that works, backed by people who do too

After evaluating several options, TFD Gym decided to switch to Resamania. The decision came down to two things:

1. Capability
2. People

Resamania offered the headroom to grow. The gym management solution combines the robust member management and payment processing that a facility of TFD Gym's size demands.

The sales process instilled confidence too. The team took time to understand the business, leading with honesty.

TFD Gym went live with Resamania in late-2024, benefiting from the deep integration between Resamania and Technogym in doing so.

Resamania handles all membership management, billing and payments. The Technogym integration gives members access to their programmes, class booking, and QR code check-in through the Technogym app.

It's a setup that delivers a seamless front-end experience for members. With Resamania doing the heavy lifting behind the scenes, saving the TFD Gym team time and avoiding data duplication.

Dashboards give the operator a clear, real-time view of the numbers that matter. There are no surprises, just visibility and control.



## The results:

# Retention, revenue, reliability

Since going live in late-2024, the results have been evident. Two retention metrics tell the clearest story:

- Length of stay (the time between a member joining and their most recent visit) has increased by 4%
- Length of membership (the time between joining and cancellation) has grown by 7%

Together, these figures point to a membership base that is more active, more engaged, and more loyal.

In the first six months post go-live, the business' Direct Debit collection success rate also grew by 2%. A modest change with a big impact for a business of this size.

2026 has brought further momentum.

TFD Gym welcomed an unprecedented number of new members in the first two months of 2026 alone. The real-time reporting within Resamania has made it easy to track the impact on revenue of this.

Management of payment defaulters has become sharper too.

At a glance, the TFD Gym team can see who is in arrears, who has cancelled their mandate, and who needs following up. Resamania provides the info and tools to act quickly rather than discovering problems weeks later.

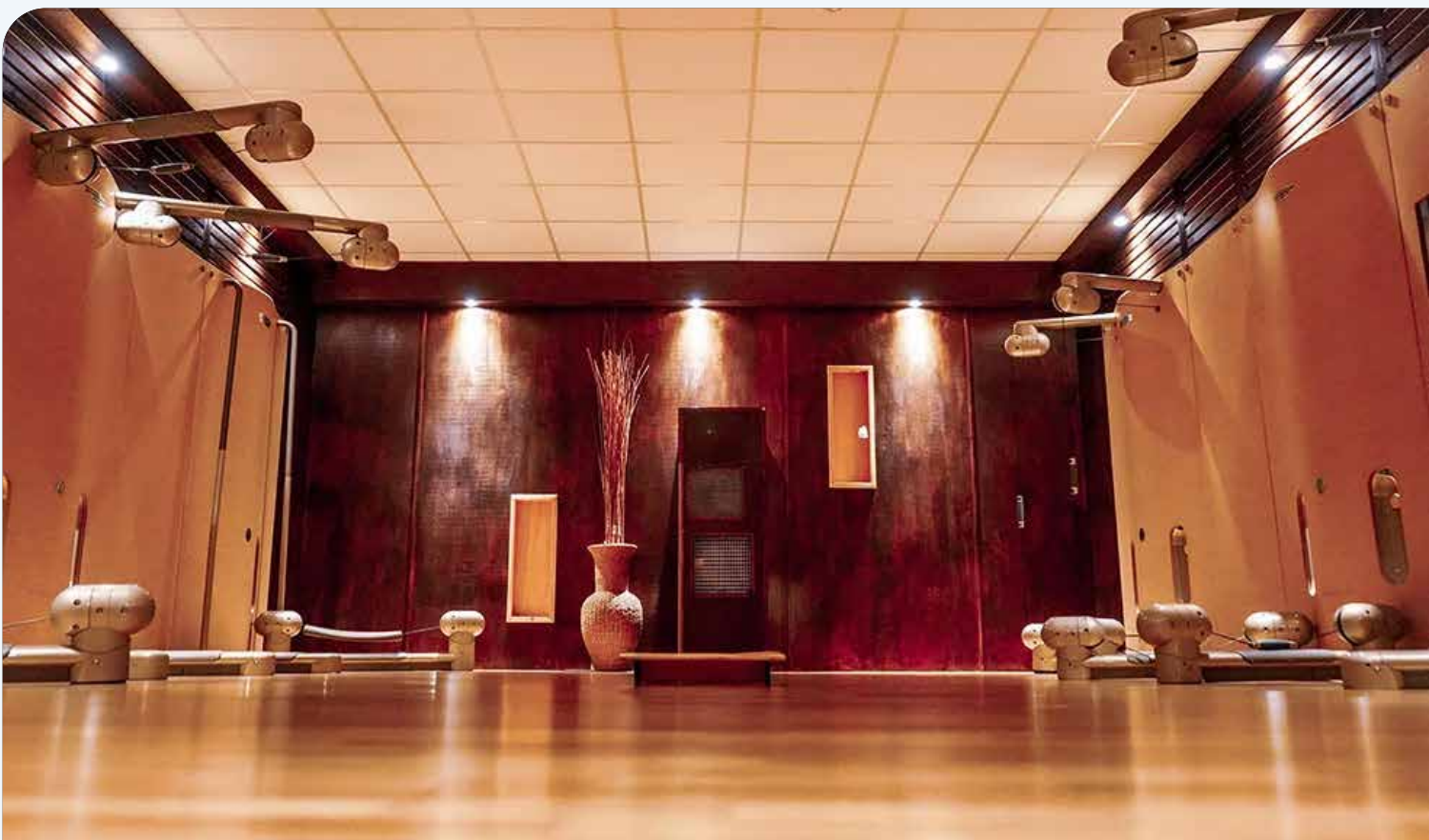


Membership numbers and revenue have gone up. And you can see it really quickly and easily on the system, that visibility is really valuable.

**Lisa Vokins**

Owner

TFD Health & Fitness



# The people are what really sets Resamania apart

After using five gym management systems over the course of the business' 22-year history, the gym operator knows that the team behind the software matters more than features alone.

In choosing a software partner, TFD Gym recognised that a system which does a hundred things, but leaves you without support when something goes wrong, costs more in time and stress than it ever saves.

Resamania's approach is different. Proactive guidance is combined with a support team that responds fast, communicates clearly, and follows through.

Understanding, ownership, and a solution-oriented approach make Resamania a partner the TFD Gym can rely on.

For a family-run club that puts member relationships at the heart of everything it does, finding a software partner with the same values has made the difference.



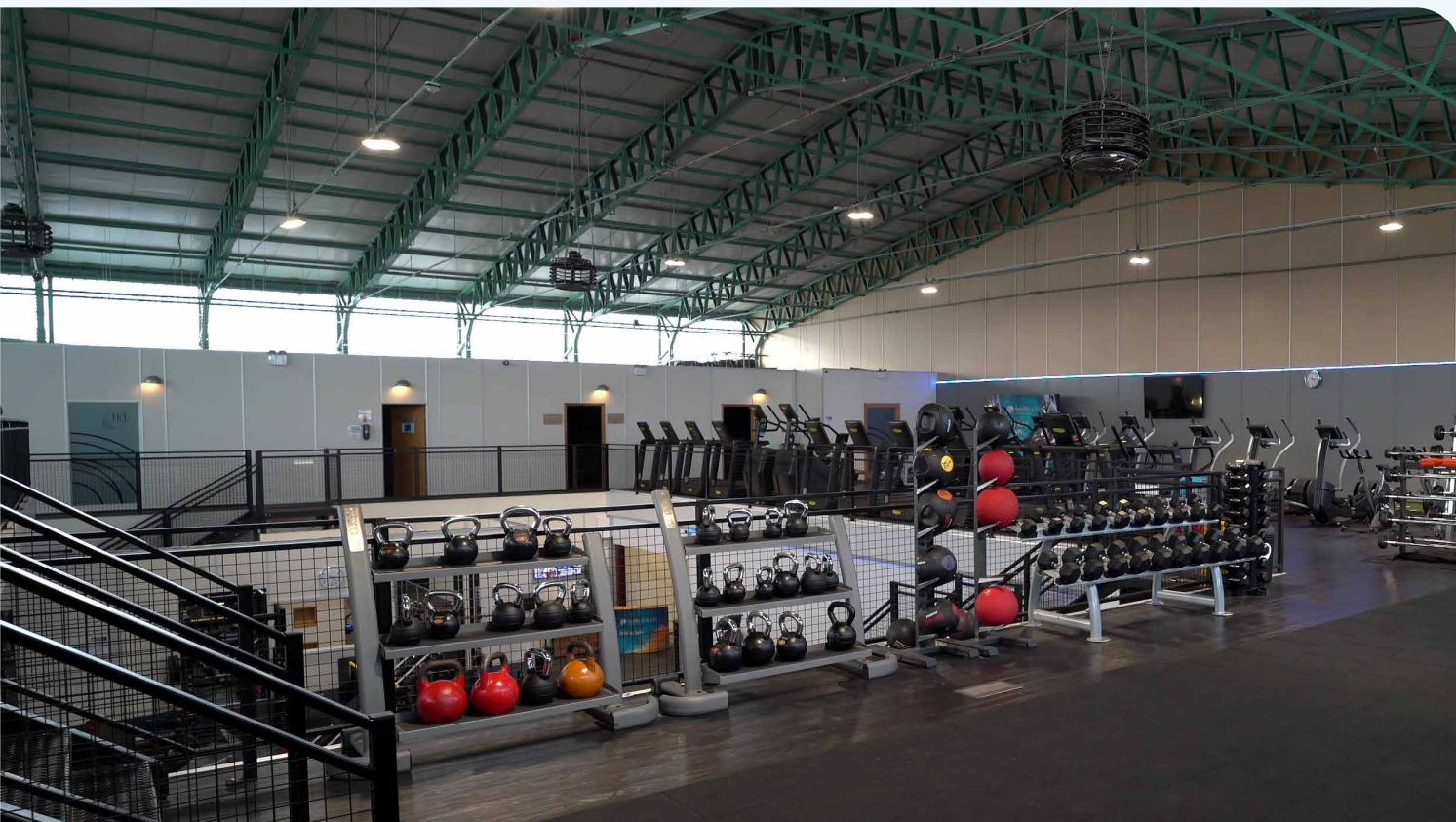
This is my fifth system, and this is the best customer support I've had. You might find a better system out there, but if you've got no support, it's absolutely useless to you.

Many gym operators looking for a new system will be looking for functionality. But what should be held in higher regard is what the company is like behind it. This is where Resamania stands out.

**Lisa Vokins**

Owner

TFD Health & Fitness



# Say hello to Resamania

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

When choosing Resamania, 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**
- » **Integrations**
- » **And more!**

**BOOK A DEMO TODAY TO SEE  
RESAMANIA IN ACTION**



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