



GYM SOFTWARE EVALUATION SCORECARD

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Score three vendors on what your gym actually runs. Fill in Step 1 before any demo, then score each vendor as you go: in the demo, in the trial, and on the phone with references.

Vendor A: _____

Vendor B: _____

Vendor C: _____

HOW TO SCORE

2 = they showed it working, live, on your case. 1 = it works with a workaround or a support ticket. 0 = it can't, or they had to check with the team.

Must-haves count double. A 0 on a must-have rules a vendor out, whatever the total says.

1 Write Down What You Actually Run

REQUIREMENT	MUST / NICE	YOUR REAL EXAMPLE	A	B	C
Recurring billing for every plan you sell	Must	Family plan, 3 kids, 1 card			
Freezes and holds	Must	2-month medical freeze			
Failed-payment retries	Must	Card declines on the 1st			
Attendance and check-in	Must	Kiosk at the front desk			
Member app (booking, paying)	Nice	Book a class from a phone			
Lead follow-up	Nice	Trial sign-up gets an email			
Website and online sign-up	Nice	Join from the website			

Score 0–2 in each vendor column. Add your own rows: the weird plan you invented counts.

Martial Arts Schools: Add These Rows

CHECK	WHAT TO SEE IN THE DEMO	A	B	C
Belt and rank tracking	Every rank in every style you teach, with stripes			
Family accounts	Each kid keeps their own rank and attendance on one family card			
Attendance drives promotions	Check-in feeds rank eligibility on its own			
More than one style	One student can hold three ranks			

Score 0–2. Fold these into your demo and your trial.

STEP 2

Who will run it every day? _____ They sit in the demo and do the trial tasks. Their opinion counts more than yours.

3 Run the Demo on Your Terms

YOUR MESSY CASE: ASK THEM TO DO IT LIVE	A	B	C
A member who froze mid-contract and wants to restart early			
A family of three on one card, where one kid quits			
A card that declined on the 1st: what happens next, and what does the member see?			

Score 0–2. Count the clicks. If they have to check with the team, that’s a 0.

QUESTION TO ASK	A GOOD ANSWER	A	B	C
Show me a failed payment from the member’s side.	They show the email or text the member gets.			
How do I change the price for one member?	Two or three clicks on that member’s profile.			
What does the member app look like on a phone?	A phone in your hand or a test login.			
Who answers support at 7pm on a Monday?	A named channel and a real response time.			
What’s included, and what’s an add-on?	A written list, with prices.			

Score 0–2 against the good answer.

4 Treat the Free Trial Like a Test

TRIAL TASK	A	B	C
Day one: create a membership and sign up a student, in five minutes	☐	☐	☐
Set up two of your real memberships	☐	☐	☐
Sign up a test member and take a payment	☐	☐	☐
Check them into a class	☐	☐	☐
Freeze them	☐	☐	☐
Run a revenue report	☐	☐	☐
Your front desk person does the week’s tasks alone by day three	☐	☐	☐
Book a class and pay for it on a phone, as a member would	☐	☐	☐

Tick a box only when it worked without help. If the day-one task fails, stop there.

5 Check References Like a Buyer

ASK TWO CUSTOMERS YOUR SIZE	A	B	C
What broke in the first two months?			
How long did support take to fix it?			
Would they choose it again?			

Write a word or two per answer. Listen for a real problem, a real person, and how fast they replied.

6 Compare the Price You'd Actually Pay

PER MONTH	A	B	C
Monthly price at today's member count	\$	\$	\$
Monthly price at your count two years from now	\$	\$	\$
Add-ons you'd actually use, per month	\$	\$	\$
Card processing per month, at your volume	\$	\$	\$
All-in per month	\$	\$	\$

Use the vendor's written quote, not the "starting at" price.

7 Read the Contract Before You Sign

GET THE ANSWER IN WRITING	A	B	C
Is there a minimum term, and how much notice do I give to cancel?	☐	☐	☐
Can the price change at renewal, and by how much?	☐	☐	☐
Can I export my member data myself at any time?	☐	☐	☐
If I leave, can my members' stored cards come with me?	☐	☐	☐

Tick for a clear yes, or terms you can live with. The stored-cards question matters most.

Add It Up

SCORE	A	B	C
Step 1 requirements (must-haves doubled)			
Step 3 demo			
Step 4 trial week (passes)			
Step 7 contract (yes answers)			
Total			

Highest total wins, unless it scored 0 on a must-have or the contract question about stored cards.

Put Gymdesk on your shortlist

Run your scorecard on a 30-day free trial. No credit card, month to month.

START FREE TRIAL

GYMDESK.COM/REGISTER