


 Dialpad | CLASSPASS

ClassPass, the monthly subscription service providing unlimited access to the world's largest network of boutique fitness studios and gyms is changing—the way they communicate, that is.

The ClassPass team interacts constantly with studios and clients worldwide, and were looking to replace their existing phone solution. Why? Because it was expensive, required new hardware and was complex to use.

For them, choosing Dialpad was a no brainer. Dialpad's ease of administration and transparent pricing saved a lot of time for the busy startup whose account executives often have to wear multiple hats to take care of their over 6,000 studio partners in over 34 markets.

From an IT perspective, Bour is impressed with how easy it is to get a Dialpad business phone number and assign it to a user: "It's unbelievably simple to deploy and set up, and change management wasn't a concern at all. Dialpad gives each person a separate business number on their own device and saves the hassle of managing separate work phones. Now, the staff can pick up business calls or call clients anywhere, whether it's on their own phone or on their work computer."

Dialpad's ability to seamlessly transition between devices has made a huge difference to the way ClassPass works. Because most of their team

takes calls on their computer, the team is finding it much easier to Dialpad across devices and answer the phone right from their desktop. They've already started to see big improvements. "I've heard from five or six people how they're able to forward calls with a simple click. It's really a stress-free phone system that's making a huge difference to the way we work".

Dialpad is also integrated with many other solutions ClassPass uses, like Google Apps and other productivity tools, eliminating the friction that comes with downloading and keeping track of new apps.

"Despite being 180 people with offices in New York and San Francisco, we're a really tight knit group and everyone feels excited to be building something together. Dialpad definitely understands the way we work and has helped us communicate more effectively within our company as well as with our customers."

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— Dave Bour, IT Lead at Class Pass

#### WHY THEY CHOSE DIALPAD

- Ease of deployment
- No hidden costs
- Integration with Google Apps and other productivity tools
- Remove maintenance cost
- Ability to easily scale in multiple locations
- Enable mobile workforce