ClientTether to Acquire FranTelligence, Uniting Franchise CRM Leadership with AI-Native Franchise Management Software

Acquisition will connect franchise sales, unit performance, operations, and AI-powered intelligence in one platform built for systemwide growth.

SALT LAKE CITY AND SPANISH FORK, UT, UNITED STATES, September 22, 2026 / EINPresswire.com/ -- ClientTether, an industry-leading franchise CRM and sales automation platform, today announced its pending acquisition of FranTelligence, a pioneering AI-native franchise management software company.

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>
> *Dave Hansen, CEO of ClientTether*

The combination will bring together two complementary platforms with a shared vision: helping franchise organizations grow faster, operate more intelligently, and create stronger connections between franchisors, franchisees, candidates, and customers.

ClientTether has established itself as the leading franchise CRM by helping franchise systems engage leads quickly, automate long-term follow-up, improve franchise sales execution, and support localized customer relationship management across service franchise brands. FranTelligence expands that value through an AI-native franchise management platform that transforms owner engagement, learning, compliance, ticketing and support, coaching, and performance data into actionable intelligence for franchisors and franchisees.

Together, the companies will provide an unprecedented combination of franchise CRM, automation, artificial intelligence, operational intelligence, and franchise management technology.

“Franchisors have historically been forced to choose between platforms designed to manage relationships and tired platforms designed to manage operations,” said Dave Hansen, CEO of ClientTether. “Bringing ClientTether and FranTelligence together changes that. We are creating a unified franchise technology ecosystem that helps brands attract the right candidates, award

more franchises, and increase system support while simultaneously decreasing manual workload. We want to finally give franchisors a single, affordable, best-in-class platform to boost their tech stack without the headache of forced tradeoffs that come with piece-meal and dated solutions."



ClientTether Is Acquiring Frantelligence

The acquisition will allow ClientTether and FranTelligence to accelerate development of integrated tools that connect franchise development and unit operations activity with ongoing franchisee performance coaching and support. By bringing these traditionally disconnected areas together, franchise leaders will gain a clearer view of the complete franchise lifecycle—from the first candidate interaction through onboarding, unit operations, performance management, and long-term franchisee success.

FranTelligence was built from the ground up as an AI-native platform for modern franchise organizations. Its technology centered around its central AI hub (KI) helps franchisors organize complex information, identify meaningful trends, improve communication, provide contextual learning, and engage franchisees with more timely, relevant support. By unifying all aspects of franchise operations into a single seamless platform, communication, trust and success velocity increases for franchisors and their franchisees,

"FranTelligence was founded on the belief that franchisees deserve the best possible chance to succeed... The right technology partner backing the franchisor is paramount to increasing those odds," said Matt Averett, CEO of FranTelligence. "ClientTether is one of the best and highest rated franchise technologies for a reason. They bring deep industry expertise and a strong commitment to franchisee success. I deeply believe in maintaining and elevating those ideals. In Franchising, the right partner in the right room can make all the difference."

The combined platform is expected to deliver significant value across several critical areas:
- Franchise development: Faster lead engagement, intelligent nurturing, pipeline automation, candidate tracking, and improved sales visibility.
- Franchisee onboarding: Intelligent checklist-based programs from signing to grand opening, with milestone tracking across every new location, approval queues and document sign-offs.
- Unit-level Franchise CRM: Multi-location tools that enable franchisees to engage prospects,

nurture customers, automate follow-up, and build repeat business in service brands.
- Franchisee Support: Intuitive Ticketing and support management integrated into brand knowledge base and with FBC visibility. The support platform provides department routing, SLA tracking, internal notes, franchisee ratings.
- AI Knowledge Assistant: Ki gives cited answers from the brand's own manuals and flags questions it couldn't answer so corporate can fill the gaps.
- Learning Management Solution: Full authoring, hosting, and learning performance tracking platform - connected seamlessly to KI to have AI recommend training for locations based upon performance deficiencies. Manage assignments by role or location, quizzes, sign-offs and franchise owner progress tracking as well as local staff training enablement.
-Coaching and field visits: AI-built agendas, near-instant FBC coaching prep based on location performance data, action item tracking, visit playbooks with photo documentation
- AI-powered intelligence: Actionable insights that help leadership teams recognize trends, identify risks, streamline communication, optimize issue resolution, and uncover opportunities throughout the franchise system.
- Fully Integrated Team Communication: Ditch your third-party messaging system and expense, using our natively built messaging platform. Manage channels, DMs and system-wide announcements. FBCs can have Ki Draft and send pre and post coaching messages, coaching feedback, etc.
- Franchisee support: Ki answers routine questions instantly, links owners and staff to training courses or documentation for knowledge remediation, and everything else goes to the right department as a tracked ticket

The acquisition also brings together experienced franchise technology leaders and highly capable product and development teams, including co-founders Matt Averett, Joseph Flake and Brian Leach. ClientTether intends to invest in the continued growth of both platforms while creating integrations that deliver immediate and long-term value to franchise brands.

“This is about much more than combining two software products,” Hansen added. “It is about connecting the people, data, workflows, and intelligence that drive franchise owner and franchisor profitability. Our goal is to challenge the paradigm in the franchise industry of using outdated and overpriced tools by giving franchisors and franchisees technology that shows them what’s working and what to do next.”

Existing ClientTether and FranTelligence customers will continue to receive support and service from their respective teams. Additional information regarding new integrations, combined capabilities, and product enhancements will be announced as development progresses.

About ClientTether
ClientTether is an industry-leading franchise CRM and automation platform built to support the unique needs of franchisors and multi-location businesses. Its technology helps franchise organizations improve speed-to-lead, automate candidate and customer nurturing, strengthen franchise sales execution, and provide franchisees with powerful tools for managing local

relationships and growth.
For more information, visit www.clienttether.com.

About FranTelligence
FranTelligence is an AI-native franchise operations platform that helps franchisors and franchisees run their systems in one place. Its AI assistant, Ki, answers questions from each brand's own operations manuals and policies. Built-in support ticketing, training, onboarding, coaching and field visits, and team chat keep corporate teams and locations aligned.
For more information, visit www.frantelligence.ai

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