



FITNESS CENTER COMPANY SIMPLIFIES MULTI-SITE OPERATIONS



THE CHANGE

- Without multiple servers to access and maintain, operational efficiency and productivity was increased
- Doors can be opened remotely and immediately for members who forget their fobs or credentials
- With the video integration, it's easy to confirm that only actual members are using the facility
- Quick corrective action can be taken for maintaining clean gyms and fully functional equipment
- The operations team can be more proactive in enforcing gym rules and more responsive to requests
- Member complaints have decreased substantially and gym memberships have increased

THE CHALLENGE

The operations team needed to provide multi-site security, uninterrupted access to gym facilities and superior customer service to maintain and grow memberships.

- Accessing multiple unreliable servers in seven different buildings was unproductive
- Doors could not be opened remotely when members forgot their IDs, leading to unhappy customers
- There was no video monitoring to confirm member identities or to check facility maintenance

THE CHOICE

“We manage seven gyms and had to access servers remotely via VPN in seven different systems. I had to open and close multiple applications on my computer multiple times a day. It was confusing to figure out which one was for which gym.”

- Operations Supervisor | New York City Fitness Club Operator