



Mark Jones (Denbighshire Leisure Ltd)

Case Study: Transforming our Asset Management Solution



dll 



Adventure Play



pafiliwn
llangollen
pavilion



Calbi 21 Cafe



Denbighshire
Leisure Ltd



CLVb
RHYL



NWBC

SC2

Café R
RHUTHUN



theatr
y pafiliwn
pavilion
theatre



1891
BWYTY
RESTAURANT

Rhyl
Air Show

X20

nova

XTREME
GROUP CYCLE

CLVb
nova

bar
nova

DenbighshireLeisure
active
communities









Why Orbit 4?



Why is it out of order??

Who placed it out of order??

Has it been reported??

When was it reported??

When is the engineer attending?



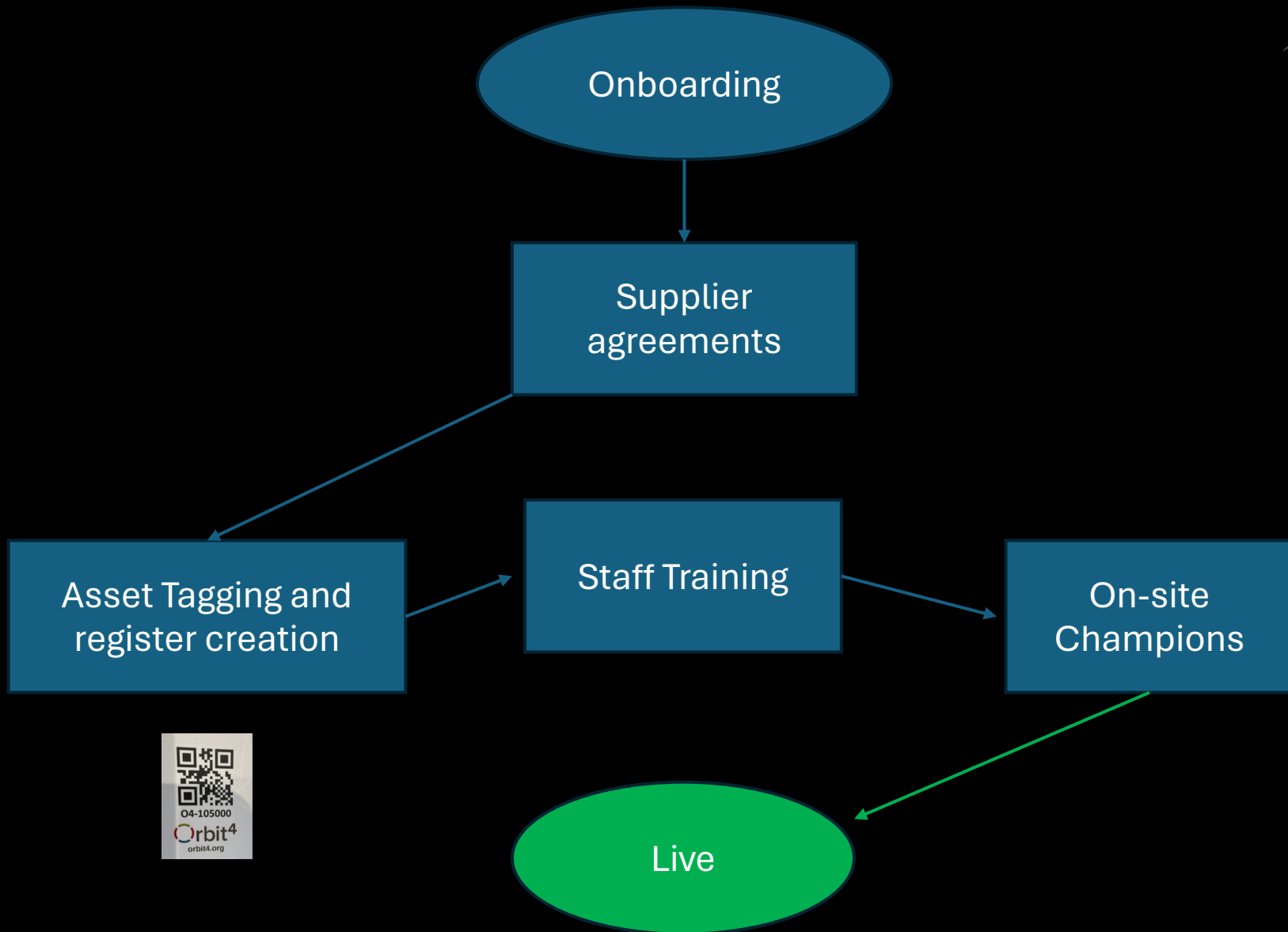
- Poor Fault reporting (on our part)
- Poor member impression.
- Lengthy and difficult reporting mechanisms.
- Little or no control over reporting and repair timescales.
- Residual Values, upon trade in, new projects, refurbs, expansion.
- Out of date asset registers.
- Service contract costs.
- Little or no choice in service provider.
- Ambiguous KPI's
- **POOR Value.**



DRIVING OPERATIONAL EXCELLENCE



- Digital asset management solution
- Provides us with a digital asset record – enables to see what we have, where it is, what type of service contract it sits under, and how much the assets are worth
- Enables one stream-lined, digital platform to report all service tickets via the Orbit4 App (image below) / mention QR code stickers on all assets
- By using one solution, this gives us visibility (via a digital portal) of all live & historical tickets in one place.

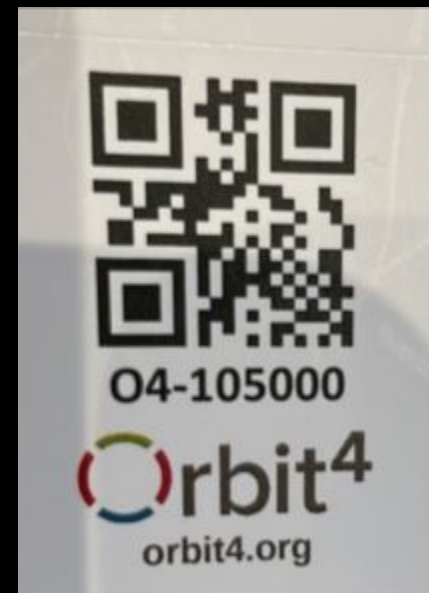
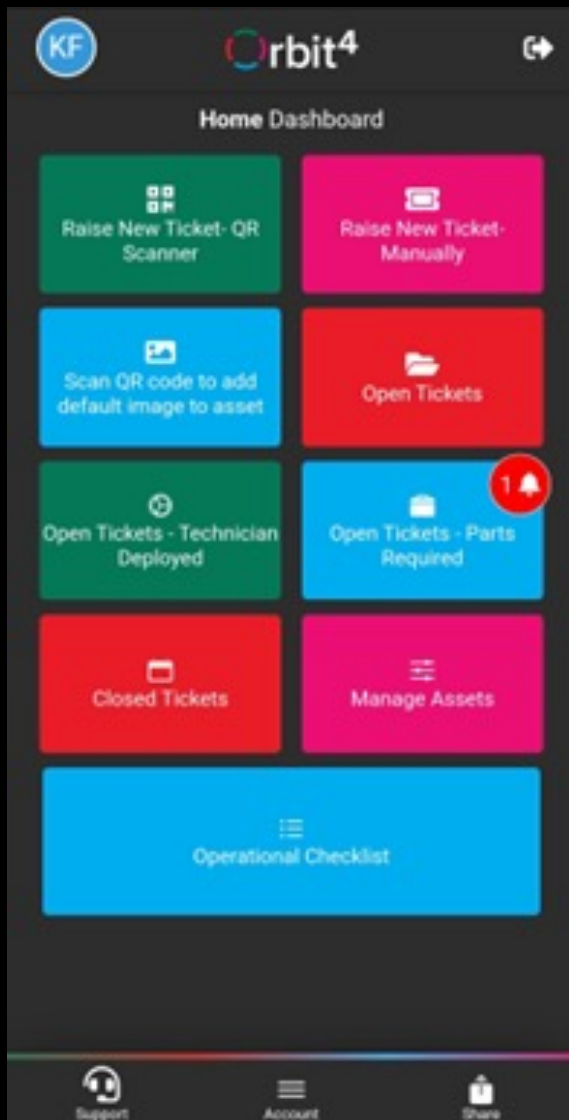




Asset Register - Rhyl Leisure Centre

[EXPORT](#)
[IMPORT](#)
[EDIT ASSET REGISTER](#)

Product	QR Code	Installation Date	Warranty / Contract End Date	Unit Price	Current Spend	Max Spend	Residual Value	
Technogym - 10 Pair Chrome Dumbbell Set with 2 Tier Rack - Dumbbell Set	38645	27/06/2018	01/06/2025 CONTRACT	£0	£0 0%	£182.70	£187.50	VIEW
Technogym - Excite+ Unity Synchro - Crosstrainer	38646	27/06/2018	01/06/2025 CONTRACT	£0	£0 0%	£730.81	£450	VIEW
Technogym - Excite+ Unity Synchro - Crosstrainer	38647	27/06/2018	01/06/2025 CONTRACT	£0	£0 0%	£730.81	£450	VIEW
Technogym - Unity 700 Top - Upper Body Cardio	38648	27/06/2018	01/06/2025 CONTRACT	£0	£87.75 25.86%	£339.30	£375	VIEW
Technogym - Unity - Upright Bike	38649	27/06/2018	01/06/2025 CONTRACT	£0	£0 0%	£522.01	£300	VIEW
Technogym - Unity - Upright Bike	38650	27/06/2018	01/06/2025 CONTRACT	£0	£135 25.86%	£522.01	£300	VIEW
Technogym - Unity - Upright Bike	38651	27/06/2018	01/06/2025 CONTRACT	£0	£257.14 49.26%	£522.01	£300	VIEW
Technogym - Unity 700 Recline - Recumbent Bike	38653	27/06/2018	01/06/2025 CONTRACT	£0	£0 0%	£522.01	£300	VIEW
Technogym - Unity 700 Recline - Recumbent Bike	38654	27/06/2018	01/06/2025 CONTRACT	£0	£0 0%	£522.01	£300	VIEW
Technogym - Excite Climbmill - Stair Climber	38655	27/06/2018	01/06/2025 CONTRACT	£0	£0 0%	£469.81	£540	VIEW
Technogym - Excite Climbmill - Stair Climber	38656	27/06/2018	01/06/2025 CONTRACT	£0	£0 0%	£469.81	£540	VIEW
Technogym - Unity 700 Vario - AMT/Vario/Flexstrider/Ascent	38657	27/06/2018	01/06/2025 CONTRACT	£0	£0 0%	£730.81	£525	VIEW
Technogym - Unity 700 Vario - AMT/Vario/Flexstrider/Ascent	38658	27/06/2018	01/06/2025 CONTRACT	£0	£0 0%	£730.81	£525	VIEW
Technogym - Unity 700 Vario - AMT/Vario/Flexstrider/Ascent	38659	27/06/2018	01/06/2025 CONTRACT	£0	£0 0%	£730.81	£525	VIEW
Technogym - Excite Run 1000 - Treadmill	38660	27/06/2018	01/06/2025 CONTRACT	£0	£1,027.29 78.72%	£1,305.02	£450	VIEW
Technogym - Excite Run 1000 - Treadmill	38661	27/06/2018	01/06/2025 CONTRACT	£0	£658.93 50.49%	£1,305.02	£450	VIEW
Technogym - Excite Run 1000 - Treadmill	38662	27/06/2018	01/06/2025 CONTRACT	£0	£337.50 25.86%	£1,305.02	£450	VIEW





Equipment



Technogym - Excite Top 1000 - Upper Body Cardio

4 years · 035700



Upload Image or Video

Description:

The screen won't let you press anything, tried to press every button and won't register anything, have tried switching off at power and leaving for a while and turning on to reset it and still not picking up any touch on the screen



QR Code: 035700

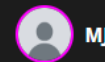
Serial No: DF7U3Q020000076

Age: 4 years





Tickets



■ Open (8)

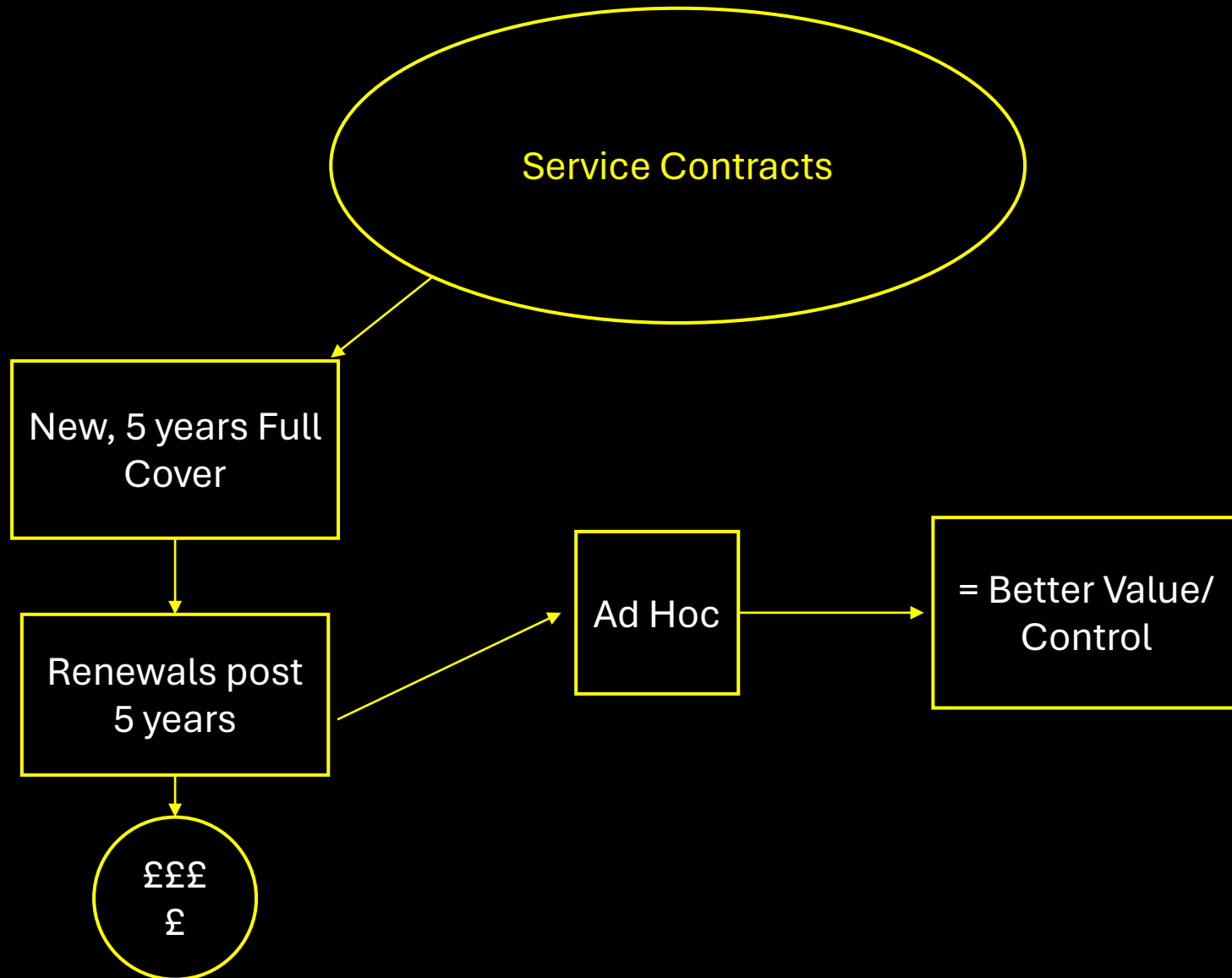
EXPORT



Ticket Number	QR Code	Gym Operator	Service Provider	Opened	T.I.P (Days)	Total Time Open (Days)	
WSGE3202-001	WSGE053801	Denbighshire Leisure (Rhyl Leisure Centre)	Gym Upholstery UK	04 September 2024 @ 11:43	0.1 BELOW SLA	1.2	VIEW ¹
WSGE2172-008	035524	Denbighshire Leisure (Denbigh Leisure Centre)	Technogym UK	03 September 2024 @ 11:19	2.4 BELOW SLA	2.2	VIEW ¹
WSGE2172-007	035521	Denbighshire Leisure (Denbigh Leisure Centre)	Technogym UK	30 August 2024 @ 15:29	4.1 ABOVE SLA	6.1	VIEW ¹
WSGE2194-001	38667	Denbighshire Leisure (Rhyl Leisure Centre)	Gym Solutions Limited	19 August 2024 @ 09:36	3.5 BELOW SLA	17.3	VIEW ⁵
WSGE1092-003	035572	Denbighshire Leisure (Denbigh Leisure Centre)	Technogym UK	23 August 2024 @ 13:54	9.2 ABOVE SLA	13.1	VIEW ²
WSGE3200-001	035688	Denbighshire Leisure (Club Nova)	Gym Upholstery UK	21 August 2024 @ 16:56	0.9 BELOW SLA	15	VIEW ¹
WSGE1627-015	035700	Denbighshire Leisure (Club Nova)	Technogym UK	20 August 2024 @ 10:27	12.5 ABOVE SLA	16.3	VIEW ¹
WSGE2316-003	035420	Denbighshire Leisure (Club Nova)	Gym Solutions Limited	15 August 2024 @ 19:47	1.2 BELOW SLA	20.9	VIEW



- Poor Fault reporting (on our part) *Improved & Monitored*
- Poor member impression. *Less Kit out, quicker repairs*
- Lengthy and difficult reporting mechanisms. *App based, quick*
- Little or no control over reporting and repair timescales. *Resolved/monitored*
- Residual Values, upon trade in, new projects, refurbs, expansion
- *Better position and understanding of market value*
- Out of date asset registers. *Complete and kit tagged*
- Service contract costs. *Rationale applied and costs reduced*
- Little or no choice in service provider. *Market tested and tendered*
- Ambiguous KPI's *Live dashboard*
- **POOR Value. *Better Position***





Next Steps



- Upholstery being added.
- Add operational check sheets to the platform.
- Look to extend to our F&B operation, fault reporting/ Asset Control.



Questions?