



DRIVING OPERATIONAL EXCELLENCE

The ultimate **software Solution**  
to manage your fitness  
facility

**Kev Forester**  
Business Development Manager UK & Ireland

# Service Portfolio



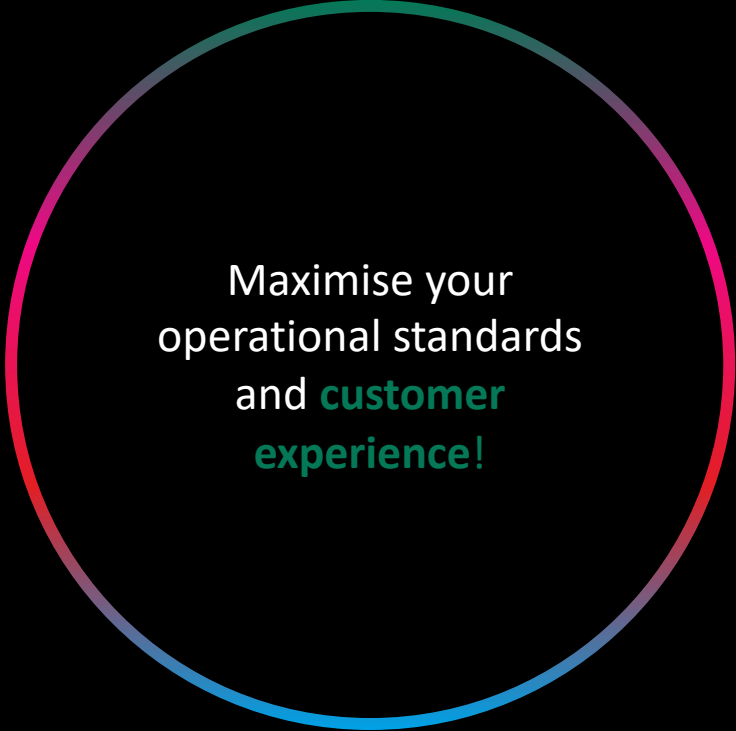
**01** **Asset Manager**  
Info hub with product data, manufacturer information,  
service contracts

**02** **Service Ticketing Manager**  
Service tickets, communication hub (real time),  
Mobile App


**03** **Connected Ecosystem**  
Residual value analysis, data tracking, usage statistics,  
integration for equipment sale

**04** **Management Dashboard**  
Transparent business metrics, service reports, security and  
documentation

# Additional Enterprise Services



Maximise your  
operational standards  
and **customer  
experience!**



## Operational Checklist Module

Maximise your operational standards. See instant progression on checklist completion rate.

## Customer Feedback Portal

Instant feedback from customers about their experience in the club

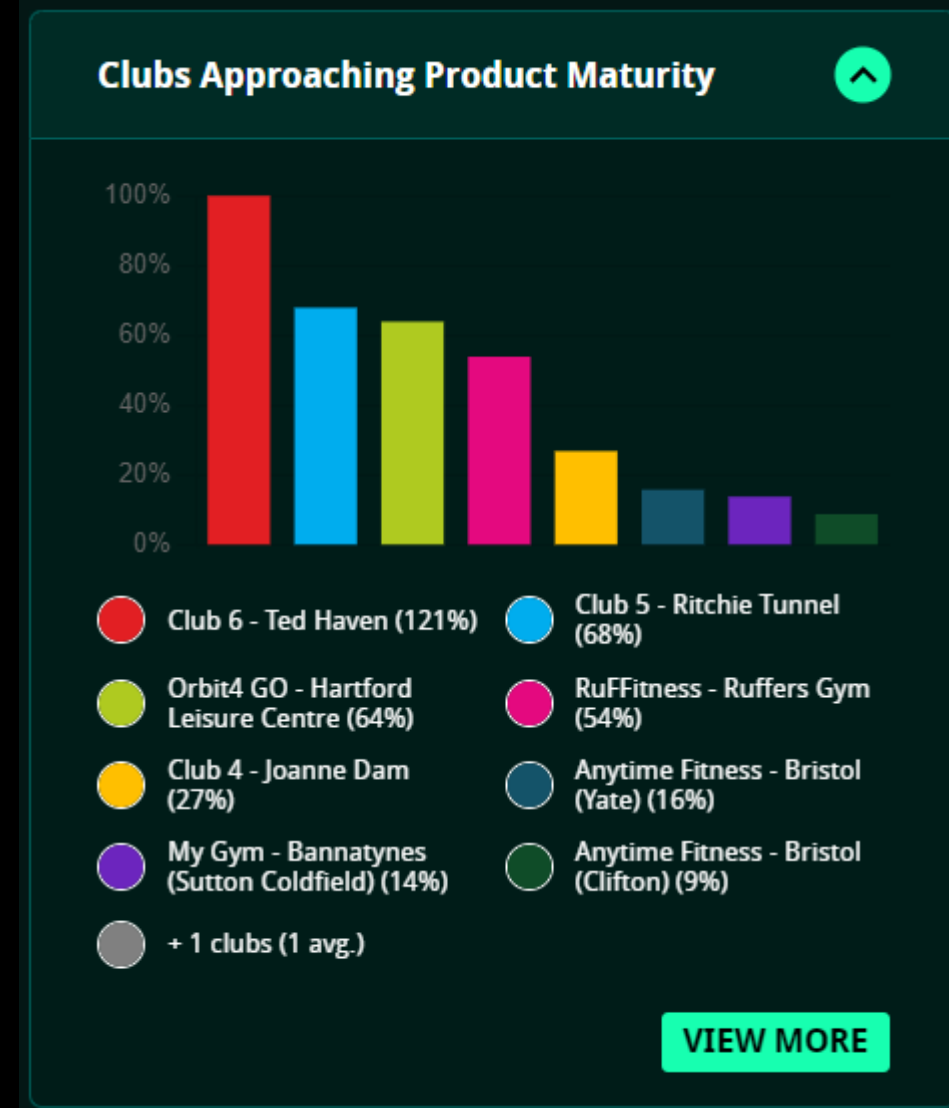


1. Cost control
2. Maximise income



# COST SAVING – Product Maturity

THIRD  
SPACE



# COST SAVING – Service Costs

Denbighshire  
Leisure Ltd



Actual Spend

**£5,758.89**

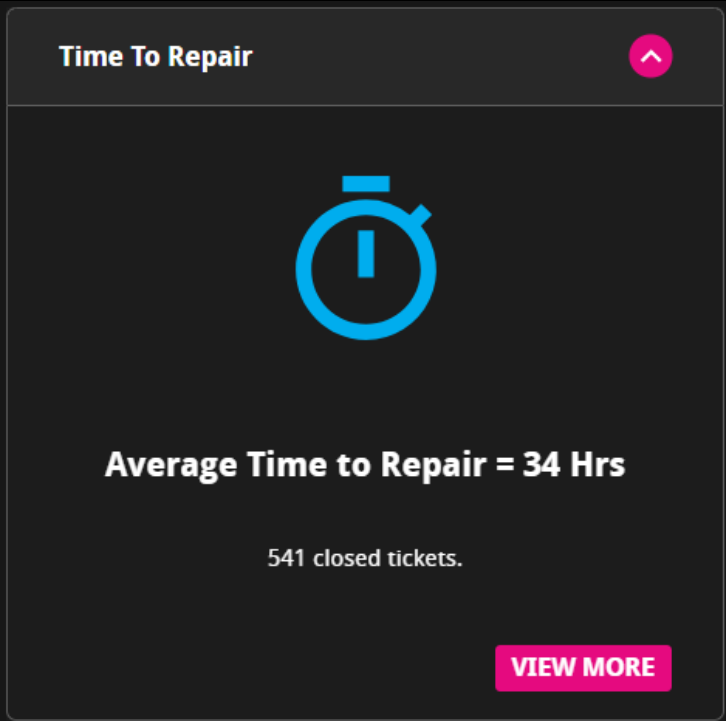
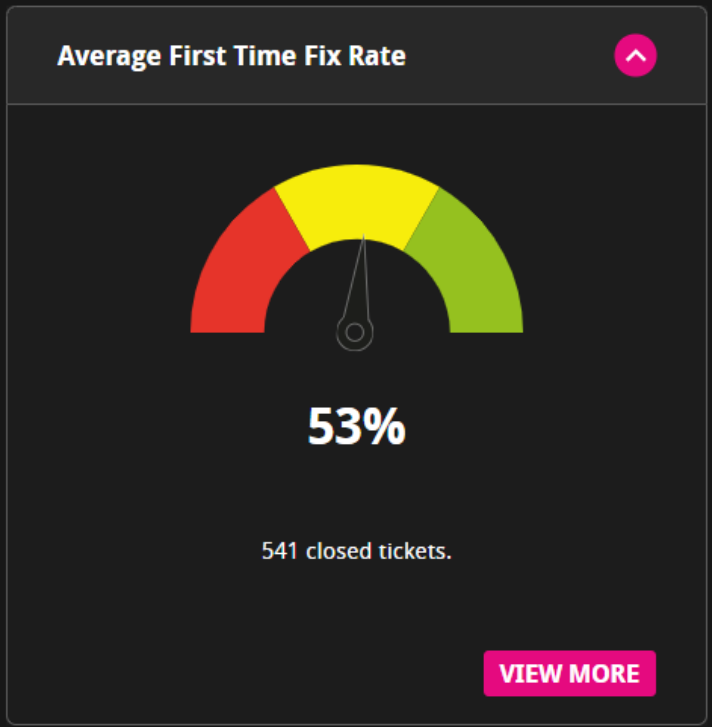
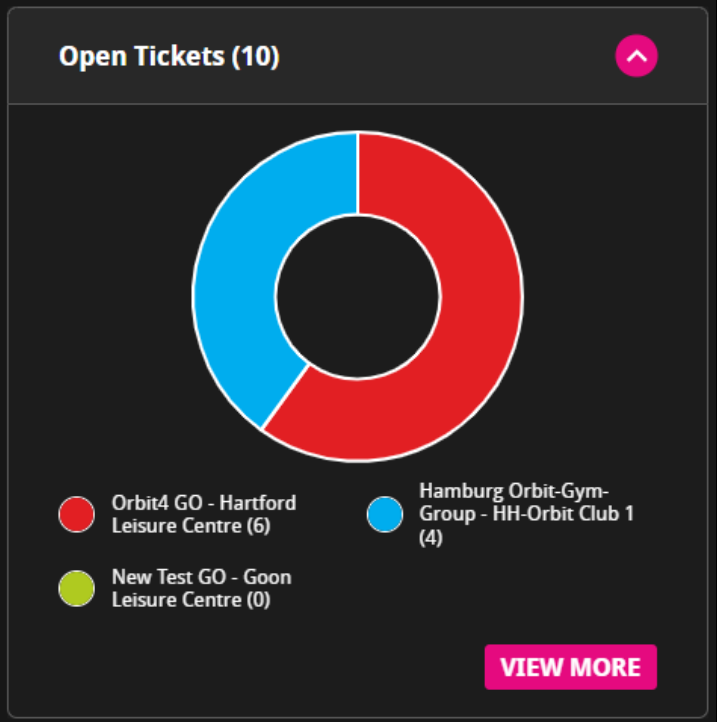
Contracts costs

**£21,182.44**

Duration: 1.1 months

Number of assets: 39

# MAXIMISE INCOME – Customer Experience





SPONSORED

# Transforming fitness asset management

Rob Cunningham, director of leisure at BH Live, explains the positive impact Orbit4 is having on the organisation

What challenges were you facing before partnering with Orbit4?

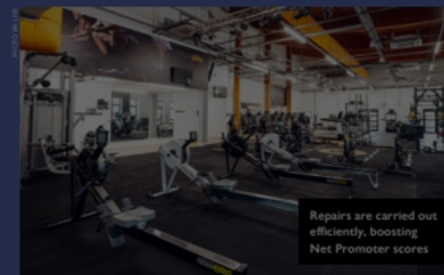
The fitness equipment across our estate had been sourced from a variety of manufacturers and was a mix of ages – plus some of the warranties were expiring.

We were also experiencing long lead times for equipment parts, resulting in equipment being

How was the onboarding process?

Following a tender process, managed by Orbit4 on our behalf to assess the market for service providers, we appointed our preferred provider under a new contract and SLA.

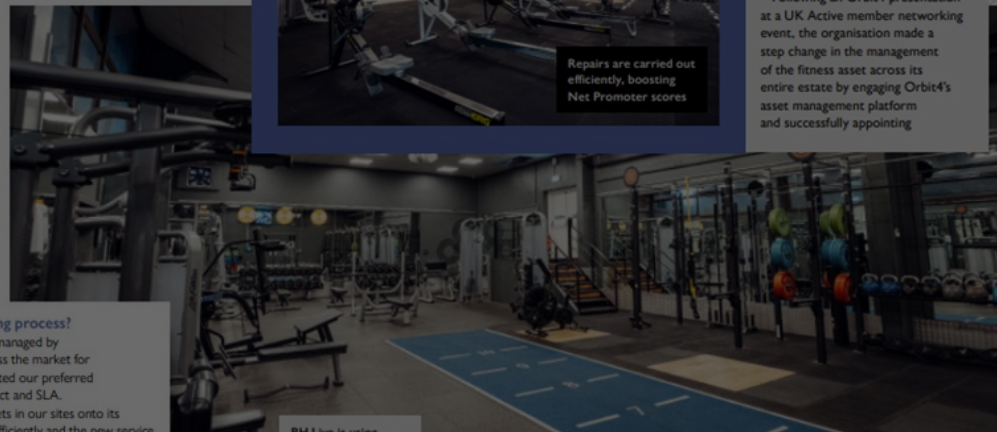
Orbit4 onboarded the assets in our sites onto its digital platform quickly and efficiently and the new service



## About BH Live

BH Live is one of the latest trusts to integrate Orbit4 technology platform and service tendering support across eight leisure centres in Portsmouth and Bournemouth.

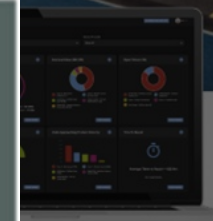
Following an Orbit4 presentation at a UK Active member networking event, the organisation made a step change in the management of the fitness asset across its entire estate by engaging Orbit4's asset management platform and successfully appointing



Rob Cunningham

## Rob Cunningham The verdict

- "The Orbit4 system has increased operational efficiency and transformed tedious tasks with the use of slick digital processes"
- "It's reduced equipment downtime through the rapid implementation of its service contract tendering platform"
- "Our Net Promoter score has increased through immediate improvements to the customer experience"



les operators to control their assets

customer experience.  
work with the platform and the  
asset management processes.

important benefit?

if the contract has been a  
the immediate impact of this  
ack and attrition rates has  
benefits of not having equipment  
periods of time. ●  
orbit4.org

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# Questions???

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