



Barnsley Premier Leisure

Access control reduces customer waiting time and has empowered BPL to organise staffing levels in a more efficient and cost effective way.

Background

Barnsley Premier Leisure (BPL) is a charitable company who provide affordable, value for money, health, sport and leisure facilities across 6 sites in Yorkshire. When BPL required an access control system, Xn Leisure (a long-standing partner of Omega) recommended Omega as a reliable hardware supplier.

Situation

Customer waiting time was the fundamental issue at Doncaster Fitness Flex. All customers accessed the building through the same entrance, affecting gym members who did not need to queue with other customers who did not have membership. Their single gate system had slow connectivity and could not process the high volume of customers. This access control system also conflicted with BPL's budget gym model comprising of minimum staff levels throughout the facility. This had the effect of staff being required to work on reception at peak times. BPL was looking for a security solution that would work well with their own systems.

Omega products easily connect with BPL epos system and integrate with Xn software, so a solution could be developed quickly and easily. Due to the location of Omega, engineers could be on site quickly and easily understood the company needs of BPL.

The Solution

Omega Security Systems installed turnstiles and disabled gates at the entrance to Fitness Flex. Their advanced technology allows them to update through the night and operate during the day. Incorporated was a unique swipe card system that connected with software to create biometrics for BPL. As a result BPL could analyse and utilise data on frequency of customers, their agenda and the time that they were likely to leave. Throughout the installation process communication was consistent. BPL had contact details for all engineers and the operational director. Engineers were knowledgeable about the products and services provided and they answered customer questions when approached.

Outcomes and Impact

As a result of the new security system customer waiting times have been reduced as members can now swipe to use facilities. The new system has empowered BPL to organise staffing levels in a more efficient and cost effective way, as a result less staff are required to work on reception at peak times.

Next steps

After the success of the system at Doncaster Fitness Flex, Omega has obtained further contracts at Metrodome Leisure Complex, Hoyland, Retford and Royston leisure centres.

 A personal touch is what separates Omega from competitors. Their engineers understand our customers and always make time to answer questions, all staff are easily contactable and if there is a fault we know that an engineer will be out that day."

Dale Healey
ITC & Systems Manager at
Barnsley Premier Leisure

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