

Automatic Slim Lanes with Gantner access control.

## Imperial College London

Security set-up and membership system provides Imperial College London sports centre with improved customer service and an increase in revenue.

### Background

Imperial College London is a world top ten university with an international reputation for excellence in teaching and research. Located in the heart of London, it is a multidisciplinary space for education, research, translation and commercialisation, harnessing science and innovation to tackle global challenges. The College has a strong reputation for developing successful athletes, some of which have gone on to become Olympic gold medallists. Being at the forefront of innovation, they were looking for an innovative new system for their state of the art sports facilities. They wanted to improve the security of their sports facilities whilst maintaining a good customer experience.

### Situation

Imperial College London launched a review of their reception services, highlighting financial impacts. Findings showed that customers would queue for up to 15 minutes just to enter the gym or speak to reception. This led to a desire not only to cut costs but to also improve customer service, in particular customer waiting time. Other security issues were also highlighted such as students being able to enter the gym and use its facilities without the proper or correct membership. This issue was particularly problematic in the squash courts area.

### The Solution

Imperial College London have a

long-standing relationship with Xn Leisure a market leader in Leisure Management Systems and Omega Security Systems. Xn's core Dimension management system and the IP Doorwatch based Access Control modules manage the access rules and security principles behind the solution. Doorwatch, integrated with Gantner access control hardware manages and controls access points throughout the building, according to Imperial Colleges own membership access rules and regulations. The system enables multiple points for access control without the need for numerous access PC's or manned reception areas. It's a complete self-service solution and just a start of things to come. It provides unattended or if needs be semi attended access

 Omega were flexible, accommodating and very solution focussed"

Will Hollyer, Head of Sport  
Sport Imperial, Imperial College London

control and reception points, with full integration for both student and staff identification cards. It records access and provides the data metrics needed to manage such a busy and prestigious facility. Customers, students and staff can join, book for inductions or activities and pay on line using desktop, tablet or mobile. It's a secure, locked down security solution without any barriers to access. The solution met all Imperial Colleges needs and puts the site at the forefront of self- service access.

This system integrates seamlessly with the high quality entrance control provided by Omega Security. The Automatic Systems Slim and First lanes provide robust and efficient protection to the leisure facility, whilst preserving aesthetics with their sleek and modern design. This combined with the Omega Analytic Systems – OAC counting system gives ICL a full overview of their entire membership activity.

### Outcomes and impact

The security set-up installed by Omega has given ICL more operational control. The membership system has empowered ICL to monitor whether customers have the appropriate membership. This has also generated more income and increased revenue for ICL as it has solved the issue of people not having the correct membership or any membership at all.

The ability to remotely purchase activities has dramatically reduced queuing time improving customer experience.

### Next steps

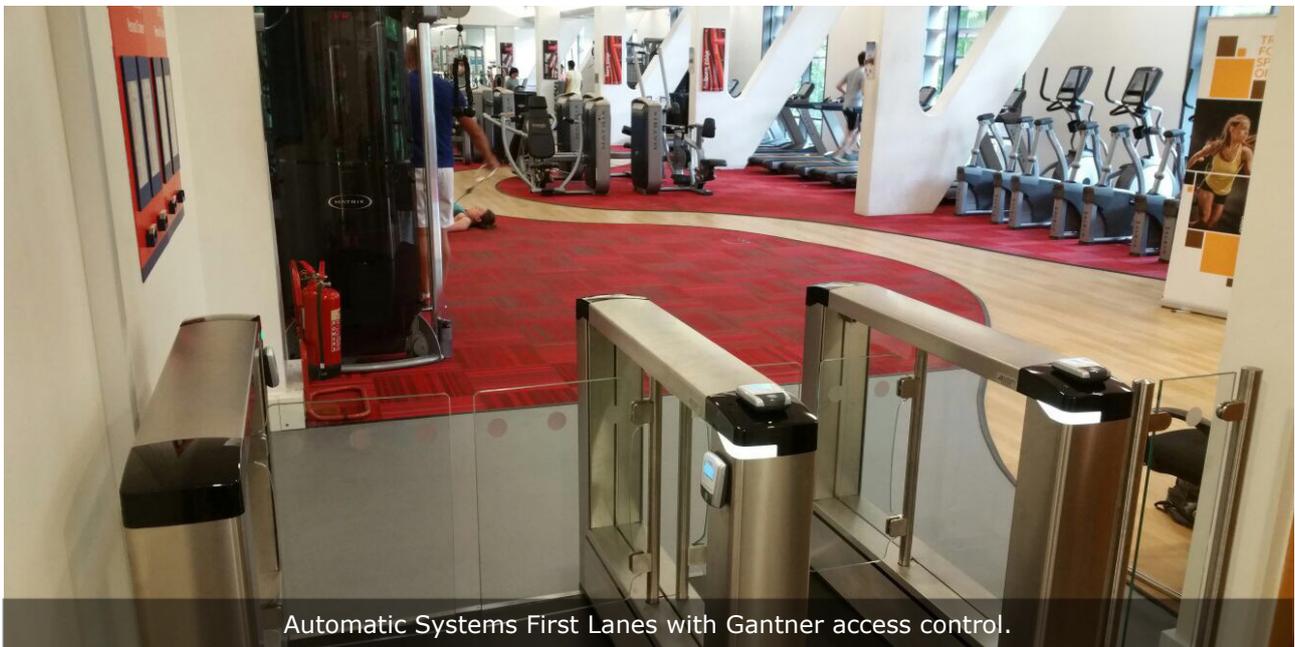
Omega Security Systems and Imperial College continue to maintain a good working relationship and have accepted further contracts for the installation of more turnstiles.

## Summary

Omega have provided ICL with a security system that has given them more operational control

The XN Leisure membership system has increased revenue and improved customer experience

Omega have accepted further contracts with Imperial College London



Automatic Systems First Lanes with Gantner access control.