



Security set-up of Automatic Systems tripod turnstiles and QR access control at Places Leisure Dover.

Dover District Leisure Centre

Tripod turnstiles, QR access control and membership system provide Dover Leisure Centre with improved customer experience, increased security and financial benefits.

Background

Places for People Leisure is a leading leisure and wellness partner delivering fitness, sport, health and wellbeing. They are extremely passionate about helping local communities stay physically active and emotionally engaged in fitness, sport and well-being. In the last 10 years they have designed and built 14 new leisure centres, equating to over £140 million investment by our Local Authority partners, with £10m invested by Places for People Leisure. They believe that providing new innovative and sophisticated leisure centres is crucial to increasing participation in physical activity and have invested £7.7million on improving their facilities and equipment in the last year alone. As part of this, state-of-the-art security systems are essential.

 Places Leisure have been working with Omega for years and have a proven track record of great customer service and a great product."

Tony Crafer
Contract manager, Places Leisure,
Dover District Leisure Centre

Situation

Dover District Leisure Centre is a brand-new facility designed to meet the latest sports England facilities requirements meaning that it is accessible for a wide range of disabilities and houses a swimming pool which is fully accessible for wheelchair users. Places Leisure have been awarded a twelve-year contract to manage the leisure centre and needed secure and efficient systems that allow customers easy access, and peace of mind.

The Solution

Omega have been working with Places for People Leisure for over a decade, so the long-standing relationship made them a natural choice to provide the security systems for the new facility. Omega provided a full security set-up of access control, turnstiles, network CCTV and intruder alarm. Manufactured by a world leader in secure entrance control, the automatic systems turnstiles are durable and control high throughput. Integrated with the membership management system and access control, the system provides an efficient and comfortable customer journey. The high-resolution network CCTV system and Intruder alarm rounds off the security system by providing an effective deterrent and management tool. The complete set-up integrates with Xn Leisure's state-of-the-art business intelligence system, which offers a range of customer-centric solutions. Through this, Dover District Leisure manages everything from joining and booking through to their online self-service customer hub and access control rules solutions.

Summary

The solution has increased security at the site leading to financial benefits

The system has improved customer experience at the entrance to the facility

Omega and their partners have provided a modern security installation

 "Having worked with Omega over the past few years I don't have a bad word to say about them."

Tony Crafer
Contract manager, Places Leisure,
Dover District Leisure Centre

Outcomes and impact

Dover District Leisure centre are pleased with the outcomes and impact of the system. The high res CCTV, access control system and intruder alarm has led to increased security at the site. This has brought about the coupled financial benefits of the system, preventing customers with the incorrect membership or no membership from entering the facility. The security set-up has also enabled the leisure centre to improve customer experience at the entrance point of the facility by allowing a large throughput of customers to enter the facility seamlessly, without the need for a queue.

Next Steps

Omega have been working with Dover District Leisure centre to ensure the system is running seamlessly. Omega are continuing to install this security solution across other Places Leisure sites.

