

CASE STUDY




FIT FOR PURPOSE

How Fitness First digitally transformed their maintenance management with Expansive FM

Fitness First operates from 49 sites across the UK offering a range of facilities to their members including cardio theatres, freestyle floors, free weights, refreshment bars, pools and saunas. Countless exercise classes and personal training sessions take place across the estate every day. Minimising equipment downtime, maintaining clean and comfortable environments, and ensuring the H&S of staff and members, are top priorities in this highly competitive space.

The Challenge

Fitness First needed a digital FM solution that could:

-  **Manage** a large team of in-house engineers and contractors across the UK
-  **Keep** multiple sites open and equipment operational every day
-  **Monitor**, measure and optimise engineer/contractor performance
-  **Deliver** on service KPIs while controlling costs
-  **Minimise** compliance risks

But when Expansive met Fitness First In 2019 the gyms were using a failing piece of FM software that was causing more problems than it was solving.

“LEGACY SOFTWARE WAS HOLDING US BACK”



MONEY
was being
wasted



COMPLIANCE
was a constant
challenge



STRESS
levels
were high

“Our legacy system was clunky. It was slow. It was a nightmare for contractors and sites. The system was going down sometimes on a daily basis. We’d log jobs and no one could see them - and alerts weren’t being sent. It was making us look bad as a department. It was chaos.”



Greg Plummer,
Facilities Helpdesk Manager

The Fix

Fitness First ran a tender for a new system and invited Expansive to participate. Expansive presented to the team, gave a demo of their CAFM platform and Fitness First liked what they saw. But they had to meet an aggressive timeline to solve the mounting delivery problems created by their legacy software:

“We needed a new solution and we needed one fast” says Greg, “so Expansive proposed a phased introduction of functionality that started with work order management.”

Initial implementation was quick - the contract started on 1st October and the CAFM went live 5 weeks later.

Data had to be extracted from the existing software, prepared and uploaded to Expansive FM. The team from Expansive were on hand to support this and help set up the workflows for end to end management of work order requests.

The Results



Automated and seamless work order management



Better communication across teams



Comprehensive reporting & KPI performance tracking



A highly responsive, 'mobile-first' FM culture

“Before, when it came to data porting we were pulling our hair out. But with Expansive FM, all it needed was a simple spreadsheet”



Fit for the future with Expansive FM

Since implementing the solution the team have saved money by reducing equipment and facility downtime. With improved 'mobile first' communications and digital documentation, they are improving their speed of response and their first-time fix rates. They are able to prioritise jobs more effectively, confident that nothing is being missed and they have all the data they need to make the right decisions.

Engineers are more efficient and are wasting less time fire fighting and correcting mistakes.

The result is the management team have freed themselves to work on other projects and plan the next stages of their digital transformation with their CAFM.

Find out how Expansive can get you off the FM treadmill.

[Book a Free Demo Today](#)

Expansive Solutions

1st Floor Cloister House, Riverside, New Bailey Street, Manchester, M3 5FS, United Kingdom

Tel: 0161 9876000 © Expansive Solutions Limited 2021. All rights reserved.

expansivefm.com