

Full system with facial recognition and stainless steel Itab Vortex 100 unit at GLL Better Gym Woolwich

GLL- Better Gyms

Full height turnstiles with facial recognition and QR barcode readers provide GLL Better Gyms with a seamless customer experience.

Background

Established in 1993, GLL is the largest UK-based charitable social enterprise delivering leisure, health and community services. Operating under the Better brand, they manage 258 public sport and leisure centres, 113 libraries and 10 childrens centres in partnership with 50 local councils, public agencies and sporting organisations. GLL has 850,000 members and welcomes 46 million customer visits per year.

Situation

GLL are always looking for ways to improve their customer experience whilst maintaining robust levels of security and access control. They identified a project that was due to have new access control turnstiles installed and following a trial of facial recognition technology used to access their head office, they decided to extend the trial within a live customer environment.

This was intended to achieve improved security and revenue protection for GLL whilst also making it easier and quicker for their customers to securely access their facilities.

The Solution

Omega Security Systems were introduced and recommended to GLL via Customer Clever. Customer Clever is a data collection solution providing crucial business intelligence to their clients. They provided GLL with facial recognition software for this security set up. Omega are installing a robust, secure, double full height turnstile solution alongside the facial recognition and

QR Barcode readers at a number of GLL Better Gym locations. Omega have used the TRS372 turnstiles, which are manufactured by Automatic Systems, a world leader in the automation of secure entrance control and access systems, and also an alternative fully stainless steel solution from ITAB. Better Gym Woolwich is the first site that the full system of facial recognition, turnstiles and QR barcode readers have been installed together. This is being used as a pilot site to ensure that the systems are working together to their fullest potential. Omega is also installing the turnstiles and QR Barcode readers at GLL Better Gyms Mitcham, Holloway, Teddington, Harrow, Lincoln and Bournemouth. Winning

 Omega have demonstrated professionalism and cooperation on every project. They have provided competitive pricing and strived to meet our demands as customers"

Leigh Allaker
Senior Project Manager
GLL

successive contract renewals with GLL demonstrates Omega's excellent service record.

Outcomes and impact

So far GLL are pleased with the outcomes of the new system. The turnstiles and facial recognition software are working well together at Better Gym Woolwich with very few problems. This new security system installed by Omega alongside Customer Clever has enabled GLL to improve their customer experience by creating a more efficient security system. In the long term, this system is intended to reduce members' touch points within the customer journey, starting at home and online to arriving, accessing and using the centres. The aim is to make the customer journey as seamless as possible, which in turn assists GLL with making their business more efficient and provide a better customer experience for their local communities.

Next steps

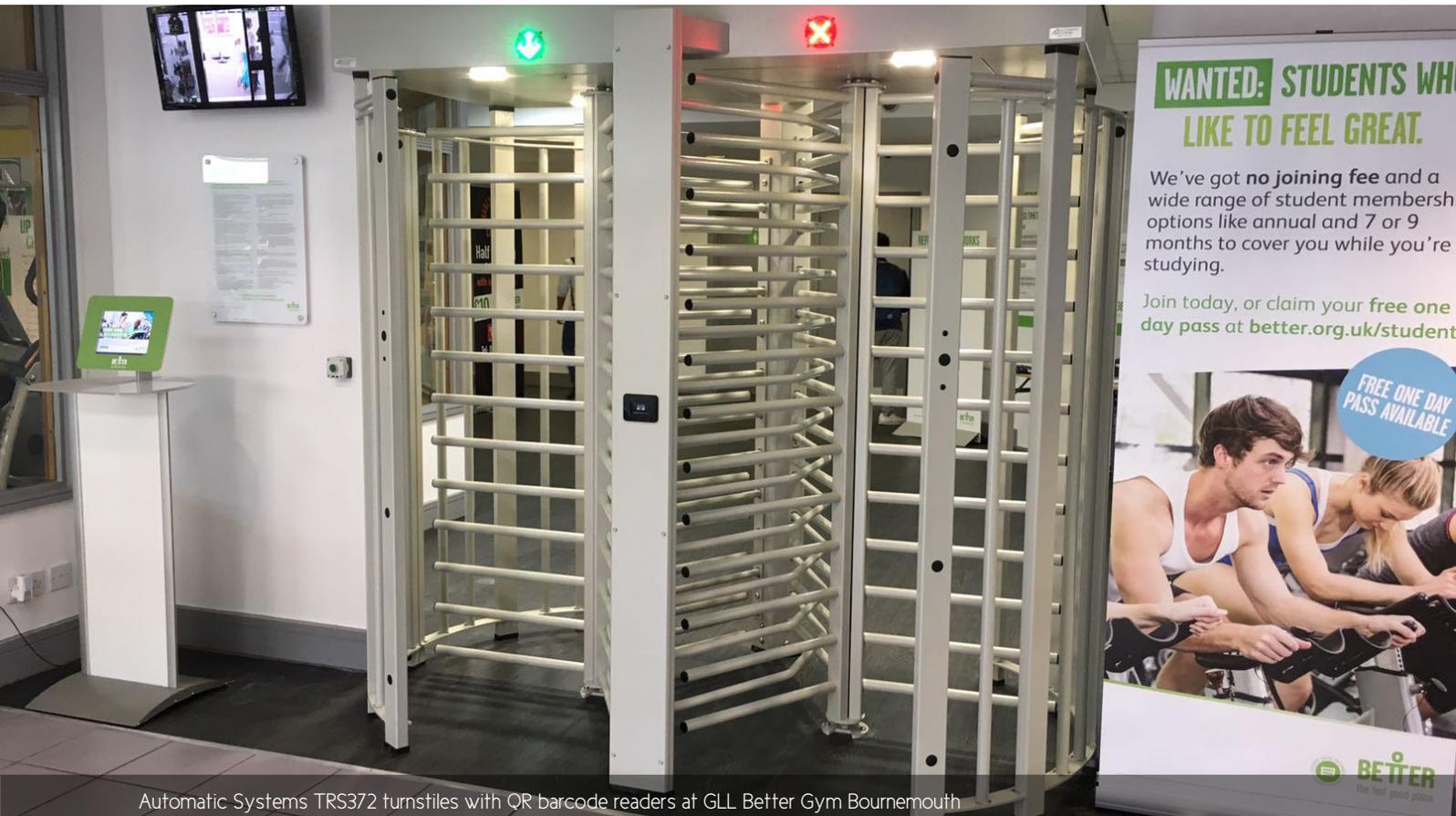
GLL are continuing to install this security solution across their Better Gym sites with Omega contracts for the completion of five further sites in early 2018. As a result, Omega Security Systems' relationship with GLL continues to grow and we are now working in GLL leisure facilities installing Automatic Systems Slim Lanes and portals. Omega has joined the GLL approved suppliers list for future opportunities.

Summary

Omega and Customer Clever have installed a security system that makes it quicker and easier for GLL Better Gym customers to securely access their facilities.

Turnstiles with facial recognition and QR barcode reader are working well together at GLL Better Gym Woolwich.

The system installed by Omega has provided GLL with a long-term vision for more efficient customer access.



Automatic Systems TRS372 turnstiles with QR barcode readers at GLL Better Gym Bournemouth

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