



Service Ticket Manager



Goodbye Spreadsheets, Meet Orbit4!

Orbit4 Service Ticket Manager allows you to:

- ✓ Easily send repair requests via our intuitive mobile app
- ✓ Seamlessly connect to multiple service providers if you have different brands in-club
- ✓ Understand total cost of ownership and maximising residual value when you choose to trade-in and buy new
- ✓ Communicate efficiently with your service provider until equipment is repaired
- ✓ Full service history of each asset so that you have a digital record of each product in the gym
- ✓ Real-time data insights about service performance
- ✓ Increase your corporate governance standards and support insurance claims

Contact us today for more information:

T: 0333 034 1637 **Email:** info@orbit4.org

www.orbit4.org



The Orbit4 system gives Gymbox full visibility of its assets

Get intimate with your assets

Orbit4's technology is generating significant savings and streamlining operations for premium operator Gymbox

An exciting partnership between fit-tech specialist Orbit4 and Gymbox, has created impressive results in the form of streamlined operations and substantial savings. It's also been optimising and simplifying the legal due diligence process.

CEO of Gymbox, Marc Diaper, said: "Before using Orbit4 we

believed we made good financial decisions. Now we know that using data should be part of the process when considering a refurbishment.

"Orbit4 technology is simple and highly effective and because managing operations and the sustainability of our business is paramount to our continued success, we take its functionality very seriously."

Optimising assets

"We now have full visibility of our assets, what they're currently worth and whether we've overspent on servicing costs," says Diaper. "In addition, we can utilise Orbit4 data to have a meaningful conversation with our suppliers so we're getting the best possible service standards. This is essential to maximising our customer experience and operational excellence."

Early in 2022, the Orbit4 team 'asset-registered' the entire Gymbox estate, onboarding every machine and piece of equipment into its system to record the manufacturer brand, make and

model, as well as uploading serial numbers, photos, service contract status and valuations.

The inclusion of the Orbit4 STM module (service ticket manager) instantly connects Gymbox to service providers digitally through a mobile app and online platform, meaning repairs and fixes are completed efficiently, and Gymbox can review real-time data versus agreed SLAs (service level agreements).

Marc Diaper said: "The team at Orbit4 have been superb to work with. The asset management, service ticketing solution and purchasing ecosystem is a game-changer for us and the industry."

"The connected ecosystem gives us access to the wider market for trade-outs and purchasing tailored service contracts and equipment. We were able to maximise the return on our old equipment recently and got a higher buy-back price than the predicted figure we saw in our Orbit4 Control Panel dashboard." ●

● More: www.orbit4.com



The Orbit4 asset management, service ticketing solution and purchasing ecosystem is a game-changer for us

Marc Diaper
CEO, Gymbox