



**fifteen**  
smarter *through* technology *group*

# The Complete Technology, Onboarding and Support Solution

for Anytime Fitness Sites

[fifteengroup.co.uk](http://fifteengroup.co.uk)



**PEGASUS  
FIRE&SECURITY**

A DIVISION OF FIFTEEN GROUP

# Working together

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**Fifteen Group are the IT partner on your Anytime Fitness journey.**

We pride ourselves on delivering the full technology solution and are proud to be a part of the continued success and growth of the Anytime Fitness brand throughout the UK.

**We understand the importance of each site being able to provide an optimum experience for its customers.**

That's why our solutions are simple and effective with fully accessible support as and when it is required.





# We deliver the full Technology solution

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**Fifteen Group provide the full technology solution to Anytime Fitness sites across the UK, delivering simple, effective and efficient technology solutions.**

Whether it's a new site, a refurbishment or an existing site, we have simple, effective and efficient solutions for every project.

We understand how complex and frustrating a new site set up or refurbishment can be, so we design the technology solution around specific needs and requirements, taking the stress and frustration away.

Our dedicated team of account managers, IT engineers and service desk team, are here to make the site set up process, a stress free one and the post installation technical support, accessible and effective.

We have the expertise, a UK based service desk and the full capabilities to meet your requirements, however complex they are.

With a proven track record in delivering on time, every time, work with us and each site will always be Smarter through Technology.

# Let us be properly introduced

We're known as Fifteen Group to customers, but between colleagues, we're affectionately known as Team Fifteen.

## What is Team Fifteen?

It's an ever growing collection of experts in their own fields who enjoy what they do and collectively come together to deliver customer service excellence.

- Accounts
- Administration
- First Line IT engineers
- Second Line IT Engineers
- Fire and Security Engineers
- Project Managers
- Operation Managers
- Operational support
- Purchasing
- Sales/Account Management
- Marketing
- Software Developers

**Whatever the role each of us have, we take the time to hold team outings and team building sessions.**

Building, forging and maintaining relationships based on shared experiences is important to us. We may be a company of significant size, but we always try to maintain key family values. By truly understanding the way each of us work, we have the confidence to explore new ways of working to continually provide customer service excellence to the highest of standards.





# What we do

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## New Sites

We understand the challenges for an Anytime Fitness franchisee can start before the building work begins.

We install lines and broadband first, so the pre-sales office can start to build a strong customer base.

We work with architect's drawings and third party vendors, and install a wide variety of technologies.

## Existing Sites and Onboarding Process



**We take ownership of the installation and beyond, taking the stress and the headache away from establishing a new site.**

# New Site Technologies

## IT System Connectivity

- Network cabling
- Data points
- Lines and ADSL / fibre connection
- Back of house IT hardware

## IP CCTV Systems

- 24 hour surveillance systems
- Network video recorders
- Network cameras
- Accessible surveillance wherever you are located

## Intruder Alarm Systems

- Wide range of intruder alarms
- Temperature monitoring
- Flood detection
- Standard and complex alarms

## Fire Safety Systems

- Fire alarm systems from leading manufacturers
- All part of our complete security systems
- Full maintenance and support

## Access Control System

- Key fob access system technologies
- Full authorised access monitoring
- Alarm activation to prevent unauthorised access
- Full alarm integration to the IP CCTV system

## Integrated Music System & Virtual Studio

- Separate studio music systems
- Fully integrated music system
- Automated screens showing virtual classes
- Large TV screen installations

## Personal Viewing Station Connectivity

- Full cardio fitness station connectivity
- Live streaming of services to each station eg. Netflix
- Member access to previous work out statistics

# Support Packages

## ISP / IT / ARC Package

- 2 x PSTN Line Rental
- Unlimited FTTC Broadband
- Anytime Fitness Service Desk
- Reactive ARC Monitoring

Purple	Silver	Bronze
●	●	●
●	●	●
●	●	●
●	●	●

Monthly Package  
£196.80

Monthly Package  
£196.80

Monthly Package  
£196.80

## Servicing

- SSAIB Intruder Alarm Maintenance
- SSAIB CCTV Maintenance
- Access Control Maintenance
- Hourly CCTV Checker Platform
- Unlimited Call Outs & 1st Hour Onsite
- Unlimited Call Outs and Onsite Labour, including Full Extended Warranty\*

●	●	●
●	●	●
●	●	●
●	●	●
	●	
●		
●		

Monthly Package  
£232.20

Monthly Package  
£67.20

Monthly Package  
£32.20

\* Full Extended Warranty applies only to equipment installed by Fifteen Group

## Total

£429 p/m

£264 p/m

£229 p/m

### ISP Package

- Additional Unlimited ADSL Failover @ £25.00
- Additional 5GB Vodafone SIM Failover @ £12.00
- VOIP Telephone Option Per Extension @ £10.00
- VOIP 5000 Minutes Local/National/Mobile Calls @ £5.00
- Unlimited VOIP Call Recording with 6 Month Retention @ £10
- Premier Call Reporting Package @ £10

### ARC Package

- Control Centre Hourly tour of all CCTV Cameras 12am to 6am @ £540.00
- Control Centre Hourly tour of all CCTV Cameras per additional hour @ £85.00

### Keyholder Management

- Keyholder Management, keys held within 20 minutes @ £35.00
- Keyholder Call-out per hour @ £60.00

### IT Package

- WiFi License Fee and Data Collection Portal @ £17.00 (additional £6.00 each)
- Office 365 Email License Only @ £3.00
- Office 365 Email / Full Office Suite @ £8.40
- Advanced Threat Protection @ £1.50

### Maintenance Package

- PAT Testing @ £5.00
- Emergency Light Testing @ £10.00
- Fire Alarm Maintenance & Servicing @ £20.00
- Fire Extinguisher Rental/Servicing/Refills @ £1.70 per Extinguisher (price is subject to a 5 year contract)

All prices shown unless stated are per month and excluding VAT

Mobile Phone Packages On O2 or Vodafone. Available on request.





# How we support

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**When you make the investment in technology, we have the complete support, maintenance and monitoring package to resolve any issues before they become critical.**

With our associated accredited partner company, Pegasus Fire and Security, we are certified for insurance acceptance and provide alarm monitoring through EMCS.

## Service Desk

Our UK based service desk is an invaluable facility that enables colleagues in each Anytime Fitness site to be able to access that crucial technical support whenever it is needed.

- ✓ Fully professional manned remote support service desk
- ✓ 8am until midnight, 7 days a week, 363 days a year
- ✓ All IT issues resolved
- ✓ All Network Support
- ✓ Access Control Support
- ✓ Sound System Support
- ✓ WiFi Support
- ✓ PC Remote Support
- ✓ 24/7 out of hours critical engineering on call support

The team resolve those issues, keeping disruption to each Anytime Fitness site's operations to a minimum.

## Office 365

- ✓ Gold standard of office 365 and Advanced Threat Protection
- ✓ Management of work flows of each site's email requirements
- ✓ Ensure suspicious or malicious emails do not enter the store environment
- ✓ Restricting the email client where necessary

## Key Holder Management

- ✓ Full keyholder management
- ✓ Keyholder call out

## Lines, Broadband and VoIP

- ✓ Line Rental
- ✓ Unlimited Broadband\*
- ✓ Full branded Wi-Fi page
- ✓ Specialised engineers on call out\*
- ✓ Manufacturer and software support
- ✓ Quick response time

## Unlimited Call Outs

- ✓ All call outs covered
- ✓ First hour onsite per visit included
- ✓ Additional hours are discounted

## Extended Warranty

- ✓ All labour covered
- ✓ All hardware covered
- ✓ Excludes malicious damage
- ✓ Excludes water damage

## CCTV Checker Solution

- ✓ Hourly checks
- ✓ Detects faults
- ✓ Delivers a response before it becomes critical

*Delivers routine checks on:*

- ✓ System Connection
- ✓ Camera Failure
- ✓ Recording
- ✓ Recording Duration
- ✓ Time Accuracy
- ✓ Image Integrity

## Access Control System

- ✓ Annual maintenance
- ✓ Full technical support
- ✓ 24/7 support\*
- ✓ Onsite assistance

## Intruder Alarm Monitoring

- ✓ 24/7 access to monitoring
- ✓ 24/7 manned call centre telephone number
- ✓ 24/7 unlimited emergency call outs with a 4 hour SLA target
- ✓ 5 years intruder alarm parts included (where we have supplied and fitted)

*Additional support*

In addition to the support we provide for intruder alarms, we also carry out annual site visits to ensure compliance with the appropriate standards and insurances.

- ✓ 1 x Remote Intruder Alarm inspection/test/service visit to comply with SSAIB standards
- ✓ 2 x Onsite Intruder Alarm inspection/test/service visit to comply with SSAIB standards

## Fire Alarm Monitoring and Emergency Lighting

Business premises should be protected with a reliable and effective fire alarm system with a support solution to ensure it stays that way.

- ✓ 24/7 access to monitoring
- ✓ 24/7 manned call centre telephone number, including police and fire brigade contact
- ✓ 24/7 unlimited emergency call outs with a 4 hour SLA target
- ✓ 5 years fire alarm parts included (where we have supplied and fitted)

*Additional support*

In addition to the support we provide for fire alarms, we also carry out annual site visits to ensure compliance with the appropriate standards and insurances.

- ✓ 2 x onsite Fire Alarm inspections/tests/services visit to comply with BS-5839 standards

## Emergency Lighting

Emergency lighting is for an emergency situation and with Fifteen Group's complete maintenance solution, you receive:

- ✓ 1 x onsite emergency lighting inspection/test/service visit to include full drain down and lumens testing to comply with BS-5266

## Fire Extinguishers

Fire extinguisher rentals which includes refills and annual servicing to BS-5306-3 2017.

## PAT Testing

Tested in accordance with the IET code of practice (Edition 4) for in service and inspection of electrical appliances

## A full range of IT Solutions including:



IT System  
Connectivity



Integrated Music  
Systems



Communications  
Systems



Network Cabling



Access Control



CCTV Systems



Fire Safety



Intruder Alarms

## Supporting your technology with:



A UK Based  
Service Desk



Remote &  
Onsite Support



Accessible  
Technical Support



A Dedicated  
Team of Experts

## Your Contacts

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