Legend
by xplor



G-Cloud 15

Legend Service Definition

PURPOSE

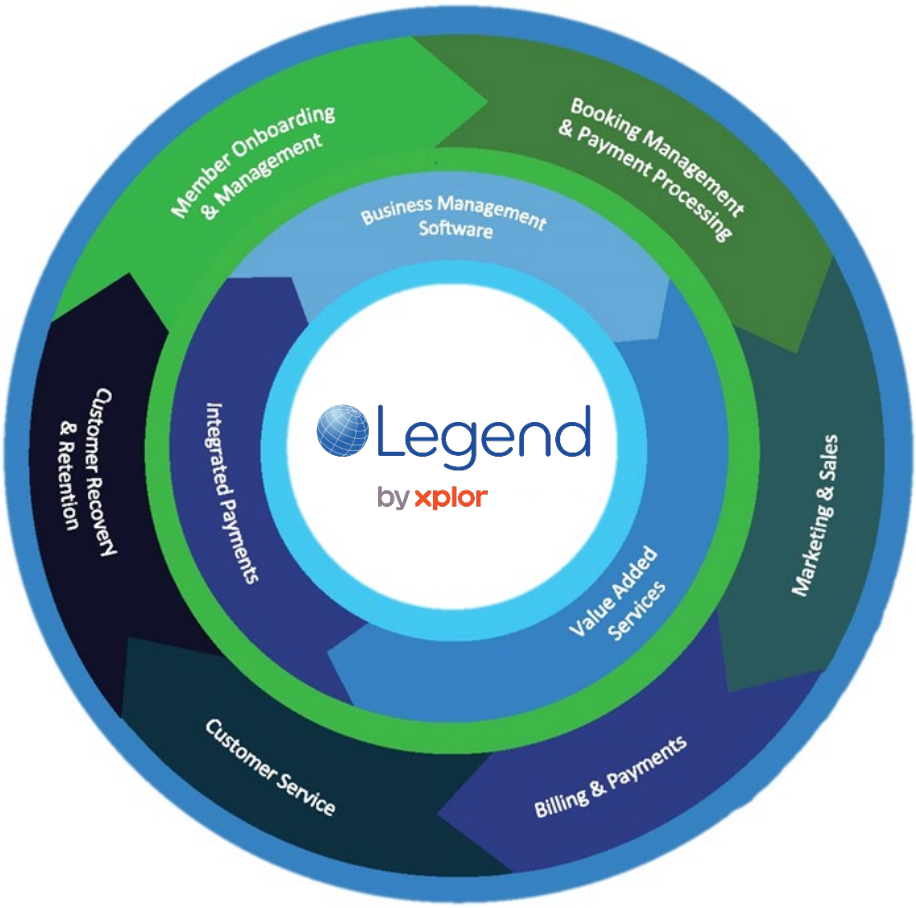
This document is the service definition for the Legend BY XPLOR Leisure Management Solution (LMS). It contains summary information relating to the software product, hosting and support services, technical requirements, and commercial arrangements.

LEGEND – ONE SYSTEM ONE SOLUTION

Not all solutions are created equal

Our value proposition aims to enhance the customer experience and improve retention, while maximising your revenue and saving you time

Legend by Xplor LMS is a platform to improve customer service and improve the efficiency of our customers' businesses. It is provided as a turnkey, all-inclusive securely hosted, web-based solution, completely supplied and supported by Xplor in all respects. The solution is compliant with the Payment Card Industry Data Security Standard (PCI DSS) and Legend's Information Security Management System (ISMS) is ISO 27001 certified.



Our industry leading functionality, combined with our exceptional service levels, cost effective pricing, and our ongoing investment in research and development, ensures that our customers derive substantial value and return on investment implementing the Legend solution.

With a single, integrated database, the Legend solution is suitable for the most demanding of customer. It provides operational and administrative efficiencies and business benefits to ensure a strong business case for the project. It is inexpensive to implement and run, ensuring a good overall return on investment and low cost of ownership.

WORLD CLASS SOFTWARE

Designed to maximise efficiency and help you serve your members effectively

Legend LMS is a portfolio of synergistic products that work to provide all the functionality required to meet and exceed your objectives. It is an integrated, high performing system suitable for both single and multi-site operators. It incorporates comprehensive front of house and back-office functions, plus our sophisticated reporting engine including monitoring and targeting features for managing KPIs effectively. In addition, there is a broad range of self-service functionality available online, with the web app, as well as a native app option.

The system incorporates rich functionality – doing the basics better than other systems and having many advanced features. Legend invests substantially in continuous product improvement which is based on customer engagement and feedback. All customers receive continuous upgrades through our seamless service as part of the core licence fee.

KEY FEATURES:

- Fully browser-based suite of software
- Efficient tools for administration of memberships, prospects, retention, direct debits, bookable activities, sports courses and prices
- Customer communication and marketing tools to stimulate participation in all activities
- Both post code lookup and sort code/account number validation are included as standard to improve the quality of data capture
- Extensive library of reports included – ready to use and easy to customise and auto-schedule
- Easy to use and customisable digital dashboard visual content

FRONT OF HOUSE

Legend Front Desk functions maximise revenues and service, whilst reducing your overheads

Legend Point of Sale (POS) is designed to ensure the ultimate level of efficiency and speed in this key area of your business. It enables a front desk that is fast and efficient, with real-time processing of transactions across the key functions of electronic Point of Sale (ePOS), access control, bookings, and attendance.

POS is designed to increase throughput and ensure revenue maximisation. Legend offers a real-time, one view solution that makes the most important and frequent functions of the reception environment effective and manageable. Legend POS facilitates retail activity, access control, course and class bookings and membership management to ensure best use of available resources.

KEY BENEFITS:

- Reduced queues at reception
- Secure and auditable cash handling
- More efficient access control
- Current ‘user transaction’ visibility
- Rapid & secure payment transactions
- Allows ‘one’ to pay for ‘many’
- Reciprocal access policies
- Quick access to daily reports

Legend allows staff in the busy front desk area to service transactions very swiftly whilst protecting income and preventing fraud. No system compares with the accuracy and transaction processing speed of Legend.

BACK OFFICE

A complete business management solution providing one version of the truth

Legend Back Office provides a seamless flow of information within your business, with features to help you prescribe and administer your member journey from pre-prospect to returning customer. The result: the most effective administration possible today.

Legend leads the way with sales prospecting automation, retention systems, ticketing, courses, mass mailer, financial system integration, payments processing and administration, invoicing, reporting and control. Other functions include advanced access control management, bulk data updates, contact management, and the most advanced direct debit and credit card payments collection available today.

KEY BENEFITS:

- Control of cross-organisation policies
- Effective and confident revenue collection
- Easily controlled user and security configuration
- Full set of reports available out of the box
- Minimal staff training required
- Intuitive central configuration hub
- Engaged customers leads to improved retention
- Easy communication with members
- Fully audited and security-controlled solution

Legend Back Office allows you to transform the way you deliver service to your members while controlling cash, growing revenues, and reducing costs. With one solution, staff can confidently serve customers and intervene accurately when required.

ONLINE SERVICES

Legend Online is the gold standard for self-service

Legend Online Services incorporates the latest technology to deliver self-service and secure payment in a seamless, integrated package that makes it easier to capture vital demographic information whilst creating a platform to increase revenue from membership, pay and play, bookings and online sales. Legend employs a unique registration process to validate contact details, thereby reducing invalid registrations and providing additional security.

KEY BENEFITS:

- Increased revenue from online sales
- Reduced costs from self-service
- Improved customer service experience
- Reduced administration
- Improved corporate image
- Online content kept fresh dynamically
- Seamless online timetable production
- Book family members into classes

Members expect to be able to administer their own accounts and to be able to buy, amend and pay, for services online. Legend meets this demand.

SPORTS COURSES INCLUDING SWIM SCHOOL

One self-service area ~ One joined up system

Legend's Sports Courses module provides the ultimate level of control and customer service in this key business area, in a single leisure management database. Being a fully integrated solution, instead of a third-party add-on, you can control access, cash takings and make full use of Legend's reporting capabilities. Purpose built from the ground up with continuous input from customers, the solution is full of innovation. The mobile application ensures teachers have information at their fingertips at all times, even at poolside. Teachers can record attendance, be alerted to any medical conditions, notes, new course joiners or other information. In addition, the configurable grading system allows the teacher to easily assess student competency, including assessment history, available within the same intuitive view.

KEY BENEFITS:

- Reduced queues at reception
- Improved control
- Substantially reduce administration time
- Powerful KPIs and demographic reporting
- Notifications make communication easy
- Create courses for any sport, not just swimming
- Flexible and promotional payment plans

Legend's Sports Courses self-service functionality is naturally incorporated into our customer's well-established self-service environment. In addition to making class and court bookings, administering membership packages, and paying off debt, your customers can enrol, subscribe to waiting lists and view child progress through the courses. All the information and features they need in one place.

ENHANCED REPORTING

Knowledge is power

Legend's KPI Reporting and Business Intelligence solution (aka Enhanced Reporting) makes it easy to track key performance measures. You enter your targets, budgets and goals and the system will do the rest, with an astonishingly flexible and effective series of alerts, dashboards and desktop widgets available to keep your business performing effectively.

KPI Reporting and Business Intelligence makes it easy to clarify targets for all your revenue streams, ensuring you can instantly identify trends, utilise benchmarking and correlate results, driving corrective action where necessary.

KEY BENEFITS:

- Use role-based dashboard to quantify improvements in real time for staff
- Automatic escalation and alerting to management
- Instant management summaries
- Better financial control
- Intuitive interface
- Mass marketing data segmentation
- Improved marketing through accurate statistics
- Legend's data warehouse stands separate to the live operational database

The single purpose of the Enhanced Reporting module is to provide more information, more quickly, in a more visible, more digestible fashion so that management can make quicker, better-informed decisions.

INVOICE & DEBT MANAGEMENT

Significantly improving invoicing, debt handling and payment process efficiency

Legend Invoice and Debt Management has been specifically developed to make it simpler to raise, manage and pay invoices directly from the Legend suite of core applications.

The Legend Invoice and Debt Management module is designed to increase automation through the establishment, management and payment of invoices, and through a database of debtors and terms, automate the debt aging and collection process. The module incorporates online payment capability, with a one-click link directly to a secure payments page from any invoice, letter of demand or statement. As a result, invoice settlement administration is greatly reduced. Detailed, KPI and audit reports are integral to the system.

KEY BENEFITS:

- Accurate revenue protection
- Easy, customer-friendly processes
- More efficient debt handling
- Allows easy payments
- Reduced administration overhead
- Clear transaction and communications visibility
- Effective management of the whole revenue process

Saving you time by securing revenues, automating debt handling and smoothing the payment process.

NATIVE APP

Engage, retain, and acquire members

Legend's Native App offers customers their own tailored app to engage, retain and acquire members. The app provides a valuable marketing asset to your business with member-get-member promotions, bookings and the latest access control technology all ensuring that your business is one step ahead of competitors.



KEY BENEFITS:

- Boost your brand
- 24/7 access for members to all the news, info, booking options they need
- Increased retention through closer communication
- Reduced dependency on your staff so they can be more productively employed
- You control your content – make changes quickly and frequently yourself, as required
- More bookings, better utilisation

VALUE ADDED MODULES, SERVICES, AND INTEGRATIONS

To propel you forward without the heavy lifting, Xplor offers a range of value-added modules, services and integrations

VALUE-ADDED MODULES

FACILITY RENTALS

Deliver stand out rental experiences with our feature-rich facilities rental module. As well as allowing you to handle bookings for rooms and other spaces, you can manage activities, events and your team, in an intuitive, customisable way.

KEY BENEFITS:

- Manage space, activities, events, people and more
- Unique business rules and workflows to suit your operations
- Document tracking and storage
- Payment tracking
- Contract tracking

CUSTOMER COMMUNICATIONS

Easily and effectively engage your members in a timely and targeted way, at scale, with our communication tools. Create and manage campaigns tailored to specific groups within your database by combining communications with Legend Reporting.

KEY BENEFITS:

- Segmentation and profiling options
- Email and SMS communications
- Mailchimp and MessageBird integrations
- Bespoke campaigns and surveys
- Full tracking
- Flexible reporting

ACTIVE OUTCOMES

Track and report on the success of individuals referred by healthcare professionals. Active Outcomes lets you quantify health benefits delivered. You can even create supporting evidence for funding grant applications – ultimately helping you to get more of your local communities active and healthy.

KEY BENEFITS:

- Real-time exercise tracking and progress reporting
- Automated KPI, evidence-based reporting
- Set and manage appointments
- Scheme and individual targeting
- Configure schemes
- Convert referrals to members with ease

GUEST BOOKINGS

Allow your members to book in family members and guests to classes. A great way to introduce non-members to your facilities, Guest Bookings also allows you to create different ticket types with configurable pricing.

KEY BENEFITS:

- Offer the option to book multiple spaces in classes
- Sell tickets for events or activities to anyone
- Introduce non-members to your facilities

DOCUMENT MANAGEMENT

If you offer memberships at a reduced rate to certain members, you may need your members to provide evidence for their concession. This is where Document Management comes in. Members can simply upload documentary evidence via their Online Portal. Your staff can then approve or reject the document.

KEY BENEFITS:

- Upload documents via the Online Portal
- Documents stored against customer record
- Staff can approve or reject
- Set expiry dates

FACILITIES MAINTENANCE

Efficiently and effectively manage equipment, facilities, buildings and other real estate. Ensure high standards are met, resolve incidents faster, and better manage suppliers in a way that suits your operations.

KEY BENEFITS:

- Real-time maintenance management
- Automatic alerts for specific members of staff
- Measure incidents by compliance
- Mobile access to Checklists and Incident Reporting
- Customisable homepage with KPIs
- Operational reporting

CLASS ATTENDANCE APP

Specifically designed to allow members to register attendance for classes via tablet which can be wall-mounted or handheld by instructors. Members can also make last minute bookings into classes with spaces.

KEY BENEFITS:

- Register class participants in real-time
- Enable last minute bookings to maximise occupancy
- Tablet can be wall-mounted at studio door
- Secure registration process

VALUE-ADDED SERVICES

DD MANAGEMENT SERVICE (OUTSIDE THE SCOPE OF THE G-CLOUD FRAMEWORK):

Get even more from your investment in our leisure management software by opting for integrated, full-service membership payments management too. Reliable, timely collection of Direct Debit membership payments is essential to both your bottom line and to retaining members. Get real-time information on member payments without delays and avoid manual reconciliation work by choosing Legend payments.

KEY BENEFITS:

- BACS Approved Bureau
- Real-time member payment status – no delays or reconciliation
- Proven processes maximise collection rates
- Member services tech & team handle member payment queries
- Scales with your organisation
- Forecasting, performance and credit control reporting

API LIBRARY ACCESS

Legend offers a range of APIs which allow integration with websites and other third-party systems. An application program interface (API) is a set of routines, protocols, and tools for building software applications.

MULTI-FACTOR AUTHENTICATION (MFA) FOR ADMIN USERS

As security becomes more and more important in today's world, our clients are looking for extra layers of security when their users are accessing the system. Designed to make it easy to offer that extra layer of protection, MFA uses Azure to ensure only authorised users are accessing the sensitive data that can be contained within a leisure management system.

INTEGRATIONS

We continually look to stay ahead of the market with integrations with complementary, product-enhancing third-party solutions.

VERIFONE CHIP&PIN

Legend currently integrates with 2 Verifone devices, namely the V200c and V240m. This is subject to change so please ask us for the most up to date information. Any device can be used but if they are not one of the integrated devices, it means manual input is involved.

TECHNOGYM MYWELLNESS

This integration passes personal data from Legend to MyWellness for selected memberships so that operators can avoid duplicates and having to process double entries.

ENTRA ID (SINGLE SIGN-ON)

This enables any organisation that uses Entra ID (formerly Azure AD) as a means of authentication, can configure Legend so that the existing credentials for customers can be used when logging on to Legend. This is particularly relevant for universities.

4GLOBAL

This integration facilitates the transfer of data to 4Global's Datahub for national data tracking. The integration enables the data from Legend to populate dashboards showing social value calculation and metrics affecting Social Value down to local level. Visibility of the impact allows key decision makers to begin to affect the local community, target marketing to support groups requiring assistance and ensuring that the leisure service is 100% focused on areas that raise the social value contribution of the service.

IMIN

IMIN is an aggregator of customer data using APIs linked to customer Legend systems to allow brokers to display and book activities on 3rd party sites such as Sport England, MCRActive, Badminton England, etc.

COURSEPRO

Legend can integrate with CoursePro's course management solution, typically for swimming lessons. Legend can pull data from the CoursePro system to enable direct debits to be processed. The integration also allows CoursePro to search and create new members in Legend.

SAVVY GIFT CARD

An integration with the Savvy gift card solution – please visit https://savvyglobal.net for more information.

TRP

Along with CoursePro, TRP is another of Fitronics products that integrates with Legend. For more information, please visit www.fitronics.com/trp

LISTEN360

An integration with the Listen360 solution – please visit www.listen360.com

WELLHUB (FORMERLY GYMPASS)

An integration with the WellHub solution – please visit www.gympass.com/en-uk

REFER ALL

An integration with the ReferAll solution – please visit www.refer-all.net/referallplatform

KEEPME

An integration with the KeepMe solution – please visit www.keepme.ai

DISTINGUISHED & SUCCESSFUL

Xplor has a distinguished pedigree based on delivering successful projects

We have developed a comprehensive implementation methodology for delivering projects in partnership with our customers. It embodies many years of best practice in project management and provides a flexible and adaptable approach to suit all projects. It is a method designed to provide a framework covering the wide variety of disciplines and activities required within a project. It provides:

- A common, consistent approach
- A controlled and organised start, middle and end
- Regular reviews of progress against the plan and business case
- Flexible decision points
- Management control of any deviations from the plan
- The involvement of management and stakeholders at the right time and place during the project
- Good communication channels between the project, project management, and the rest of the organisation

TRAINING

We are passionate about delivering an excellent standard of training, delivered by the implementation team, as part of a transition which is as seamless as it could possibly be. Our approach is a highly reliable, tried and tested approach used in over 200 installations in the last three years, including local authorities, leisure trusts, universities and schools. Our Implementation Engineers will tailor training sessions to your individual needs, incorporating your business rules to make it truly specific. We therefore plan the training sessions around your operational procedures and policies. You will review and sign off all plans, including the agreed training plans and assessments.

The Legend training programme covers all aspects of the system and is split into three distinct sessions:

FRONT OF HOUSE (FOH)

The FOH training covers all aspects required for an end user working on reception, from logging on and opening a shift, to processing memberships, member control, completing bookings / POS transactions and reconciling shifts.

BACK OF HOUSE (BOH)

The BOH training covers all types of bookings, advanced membership management, membership sales, sports courses, scheduling bookable activities/resources, reporting and bulk administration.

SUPER USER (SU)

SU training covers all configurable aspects including agreements, inventory, POS, permissions, business rules, bookings, fee collection, price management, customer retention management and marketing via email & SMS. It also covers advanced training in reporting and setup of the online functionality.

USER RESOURCES

The Legend customer support portal provides a large library of documentation and videos to help with training. The repository is very detailed and provides an excellent step-by-step guide and is updated regularly for continued training support.

TRAINING PLAN

A full day is required for the FOH session and the BOH session. The SU training can vary between 1 and 3 days depending on the scope of the Legend solution that will be used.

The most common, and the best way of conducting the training is for it to be done onsite by our implementation specialists. We generally recommend having a maximum of 12-14 people per training session. There are plenty of breakout sessions to practice what has been demonstrated, and the experience is therefore in many ways more akin to a workshop than standard training.

The training will be delivered by Xplor's resources and forms part of our responsibilities for the Go Live deadline. Training will be scheduled in conjunction with you and customers usually provide the training venue, which ideally would be available for the duration of the training period. The venue should have adequate accommodation, access, power and Internet connection. In addition, we would expect customers to provide laptops and / or PCs to carry out training.

MORE THAN JUST SOFTWARE

Industry leading service level assurances with 99.95% uptime SLA

HOSTING

Legend LMS is hosted on Microsoft Azure within the UK South region, delivering a highly resilient cloud platform with an uptime standard of 99.95%. This dramatically simplifies the process of supply and installation and ensures that Legend can provide an exceptionally responsive, quality service with a reputation and support service that leads the industry.

The Legend Azure-hosted platform includes the following elements:

- Full hosting SLA delivered via Microsoft Azure UK South (high availability, scalable, enterprise-grade service)
- Data backup and geo-redundant disaster recovery storage
- All required infrastructure and software services, including Microsoft Windows Server and SQL Server licensing where applicable
- Business Continuity and Disaster Recovery aligned with Azure best practices

SUPPORT AND MAINTENANCE

Legend Support & Maintenance is governed by our ISO 9001 Certified Quality Management System, and ensures you are provided with a full support service which any member of staff can access. The services are provided by Xplor's own specialist personnel and cover all elements of the Legend solution including its software, related 3rd party software provided by us, our services and the related systems hosting and infrastructure.

It is our policy to continually strive to improve performance in relation to the quality of our service. We do this by setting and reviewing measurable objectives including:

- Customer satisfaction
- Incident management
- Ticket close rates
- Emergency bug fixes

The cost of all support and maintenance is included at no extra charge in the standard licence fee.

CUSTOMER SUPPORT PORTAL

The support service also includes a client portal, which makes available all software release notes, the software roadmap, the process for requesting changes to the system and the status of support requests.

SERVICE DESK PROCESSES

The support service ensures that you are provided with the required level of support for your peak booking periods and any named contact enjoys access to the Legend support team, which means that your IT staff are not required in the support of Legend LMS. Legend's Help Desk staff have shadowing capability so they can, with the member of staff's permission, view the screen of the staff member, while talking over the telephone.

Legend's standard problem identification and correction/resolution support framework is documented below.

All support incidents regarding the supported scope are logged in the first instance with our Help Desk via telephone or directly through our support portal.

Every incident is assigned a unique incident number when logged, along with a priority based on business impact. Each priority has associated response and resolution times.

Incidents identified as Problems will be replicated by our 2nd line service desk and, where possible, a work around provided which will be communicated to the end user. Once replicated, our 3rd line service desk will investigate the cause of the Problem and develop a fix which will be included in a future release of the software. Should the Problem pose a high level of business impact, a Change Advisory Board will consider an Emergency Bug Fix release.

SCOPE AND HOURS OF OPERATION

First line support operates during operating hours and includes access to a secure customer support portal, a major incident notification service, and a regular support summary report.

TYPES OF CALLS

There are two types of enquiries which the Legend Help Desk (LHD) assists with:

- **Standard Requests**, which are formal requests to provide something such as training, account credentials, new hardware, license allocation, and anything else that the Help Desk offers.
- **Incidents**, which is an event which is not part of the standard operation of the system, and which causes, or may cause, an interruption or a reduction to the quality of the service.

TICKET LOGGING

The support and maintenance services can be accessed directly by logging the Incident or Standard Request directly on our customer support portal or by phoning the LHD.

Every Incident and Standard Request is automatically allocated a Ticket number by the LHD System. This Ticket number is used by the Customer and Supplier to track calls, incidents and the effectiveness of process and service levels.

INCIDENT RESPONSE TIMES

We strive to fix all issues in the shortest time possible. Some software issues may be resolved by inclusion in a future software release.

COMMERCIAL ARRANGEMENTS

Our standard pricing document is provided separately and is based on site size as below:

Site Size	*Concurrent Users*
Small	2
Medium	4
Large	6
X-Large	8+

We would be delighted to discuss your requirements in further detail.

Despite being a commercial operation, our policy is to help customers contain costs and, where possible, to optimise our pricing models to ensure customers maximise value. After all, this is a key part of the relationship and establishes trust and stability – a basis to developing a long-term relationship.

Legend standard Terms & Conditions apply to any contract agreed through the G-Cloud framework.

NEXT STEPS

Contact LEGEND to arrange a demonstration.

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