

**LEGEND CLUB MANAGEMENT SYSTEMS**

**CLIENT:** Newry, Mourne & Down District Council, Northern Ireland

**THE PRODUCT:** Legend

► **What was the scope of work?**

The team at Newry, Mourne & Down District Council was looking for a single system for registration, online booking and memberships, to enable the development of services to promote its aims of a healthy society, while ensuring accessibility for everyone.

Kieran Gordon, head of indoor leisure at NMDDC explains, saying: "We had 14 sites with different charges for the same activities and different membership options. None of the systems were inter-operable and there was no single database.

"In addition, up-to-date, accurate business information wasn't available.

"Timely, accurate information was deemed vital in order to develop our services in line with corporate objectives.

"We recognised there was an opportunity to streamline the business with a single 'one-stop' solution, while improving our services through technology-driven innovation."

In undertaking the installation, Newry worked



*"We recognised there was an opportunity to streamline the business with a single, 'one-stop' system"*

**Kieran Gordon  
head of indoor  
leisure, NMDDC**

with Legend to implement customer-friendly initiatives including concierge-style kiosks, an access control system and a native app that has upgraded all customer journeys.

Other initiatives included outsourcing direct debit collections to Legend Leisure Services and adopting Legend's customer communications solution for customer interactions.

**Did you replace an existing system?**

Legend replaced systems



**Newry Mourne and Down District Council installed Legend's One System, One Solution**



from Gladstone and other vendors. Ten sites went live with the Legend One System One Solution over a six day period.

**Tell us about the improvements**

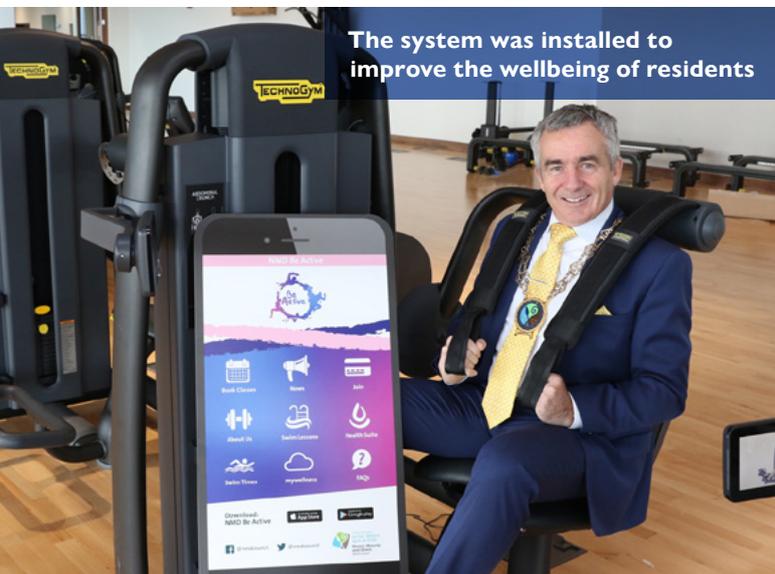
Newry gained a unified single solution software system which gave community-users greater membership accessibility, online booking

and enhanced customer experiences – on-site, online and via the native app.

In addition, a Legend API was used to deliver Technogym myWellness integration.

The installation has enabled Newry to use its data to uncover business opportunities, streamline operations and drive innovation and best practice across the region. ●

**The system was installed to improve the wellbeing of residents**



**The council is committed to promoting a healthy society, while ensuring accessibility for everyone**

