



FERNWOOD  
FITNESS

# CLUB TECHNOLOGY STANDARDS

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# FERNWOOD FITNESS CLUB TECHNOLOGY STANDARDS

## WHY TECHNOLOGY STANDARDS ARE IMPORTANT

As Cyber Security events are on the rise and there are laws regarding reporting any data breaches to the government Fernwood Fitness make take all reasonable steps to protect their brand. Refer to <https://www.oaic.gov.au/privacy/notifiable-data-breaches/>.

As such the below technology standards are designed to provide our clubs with best practice standards to ensure both the club and Fernwood Fitness are protected.

In additions to security, the right technology setup will ensure that the club has taken all possible precautions to continue operating in the event of any unforeseen outages.

## INTERNET

Exerp & Gantner platforms are critical to our operations and require Internet to operate. Although these can operate during short outages, it may cause issues if you continuously experience extended outages to your internet.

It is recommended that all clubs implement at a minimum a NBN 100 connection via their chosen Internet Service Provider (ISP).

A backup internet connection via 4G is also great wherever possible.

## FIREWALL

It is strongly recommended to not use the residential grade firewall most ISPs supply. Instead engage a local IT company and look at implementing a commercial grade firewall to protect the club from being hacked.

**Recommended brands include:** Fortinet, Cisco & Meraki

## NETWORK SWITCHES

Network switches are what connect all your devices on the club together. A low speed switch or a generic brand will impact the performance of your devices and staff.

It is recommended to purchase a Gigabit (1Gb) switch with enough free ports for expansion. The switch should also be placed in a secure location such as a locked comms rack.

**Recommended brands include** - Cisco & Meraki

## WI-FI

Wi-fi can be used both by the club and its members. Staff can freely move around on secured network with tablets/mobiles as well as virtual classes ([play.fernwood.com](http://play.fernwood.com)). Members can also be granted access free Wi-fi.

It is critical that the staff & member Wi-fi are separated to prevent members or hackers accessing corporate resources on the network. The “guest” network should also have speed limitations enabled to prevent members using all the internet bandwidth.

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It is also recommended that all Wi-fi passwords are changed on a quarterly basis to prevent any hacking.

The recommended brand for Wi-fi is Meraki. Meraki has the native ability to setup a “guest” network that is securely isolated from the corporate network as well as the ability to limit the bandwidth. To ensure that Wi-Fi performs to its optimal performance we strongly recommend that each club engage an IT company to perform a Wi-fi audit. This will generate a Heat Map that will indicate how many access points are required and where they should be placed. This will ensure that there are no black spot and services such as the virtual classes perform as optimally as possible.

Usually, a survey requires that you have scaled floor plans of the club which we can then put through a program that spits out initial recommendation on how many access points and where they should be located. This survey normally costs around \$1,000 to complete. This is just the audit and does not include installation of the access point.

## RECEPTION PC

Reception PC should have Windows 10 installed, not be more than 3 years old and should also have anti-virus software installed.

**Recommended brands include** - HP, Dell & Lenovo

## GANTNER PC

Gantner's recommendation is that there should be a dedicated PC for this function. This PC should be left on 24x7 (ensuring power saving features are disabled).

The PC should also be connected to a UPS (discussed below).

The PC should have Windows 10 installed, not we more than 3 years old and should also have anti-virus software installed.

**Recommended brands include** - HP, Dell & Lenovo

## ANTI-VIRUS

Up to date anti-virus software must be installed on all devices within the club. This is to prevent any viruses or malware infecting machines and either stealing data or disabling the device leading to downtime in the club.

It is good to get an IT company to check this is correctly installed and updating regularly.

Recommended brands include: Sophos (can be provided by NSO for a cost), Kaspersky & Trend Micro

## EMAIL (MFA)

Although email is supplied by NSO, Multi Factor Authentication (MFA) is not enabled on all club email accounts. MFA basically requires clubs to register a mobile number or download a mobile app in order to receive a PIN to log into emails after they enter their password.

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All NSO accounts have MFA enabled. It is also recommended that MFA is also enabled on club email accounts to prevent them being hacked which may lead to loss of member's personal data along and subsequently brand damage to Fernwood Fitness. Please note that there is a \$9/email/month cost for this.

## PHONE SYSTEMS

There are a number of existing phone system options available. Traditional PBX style handsets (physical phone server in the club), standalone PSTN phones, Internet based VOIP (similar to what your ISP may give you as part of your NBN plan) and Cloud PBX (usually headset based).

NSO is using a Cloud PBX called 8x8. There are several advantages of this but the main one being that if internet goes down in the area you can download a mobile phone app and continue receiving calls from your mobile.

Normal usage options for this solution include a traditional desk phone/handset; software installed on a PC combined with a wired or wireless headset; or a mobile phone app.

## VIRTUAL CLASSES

Discuss with your local electrical technician for the correct infrastructure for your club. It is also important that you have secure internet for hosting virtual platforms in your club.

Fernwood have solutions for both Video on Demand virtual as well as scheduled virtual classes, for more information contact [sarah.plessa@fernwoodfitness.com.au](mailto:sarah.plessa@fernwoodfitness.com.au)

## ALARM SYSTEM & CCTV

Best to engage someone from Seda Solutions on their recommendations on this area as they are the experts.

There are some really good products on the market nowadays from a CCTV perspective such as Verkada. This is cloud based and if you enrol all the clubs into the one tenancy you can do things like facial recognition tracking of members from one club to another or tie it back to them scanning on entry to ensure they are not letting others use their membership etc.

Important thing for the clubs of course is that the CCTV provides their members with a safe environment.

## UPS

A UPS is an Uninterruptable Power Supply. It basically provides battery backup as well as surge protection for your critical IT equipment. It is important that all IT devices are protected by a UPS. If your firewall, network switch, Gantner PC, alarm system & CCTV are all located in the same location (eg. comms rack) then a single central UPS can be used. If the equipment is scattered around the club then you may need to acquire several smaller UPS to protect your equipment.

**Recommended brands include** - APC