

Systems4all

Leisure Centre Terminal

Selection task: selection of facility



Task



Price

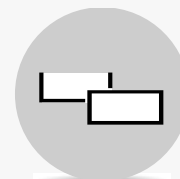


Time

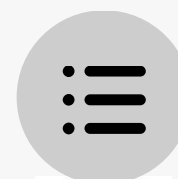
Payment/product delivery task



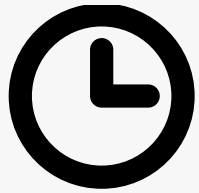
Payment



Ticket



Booking



Customers use the ‘fast-track’ terminals to **save time**; they come for a specific thing.



Many customers **don't** pick up their wristbands/tickets.



“I don't want to ask anything, or to book anything, I just want to get in and start my workout”



Selection task

- Visibility
- Intuitive design to help users scan their smart card.
- Clear display of booking options, price and time.

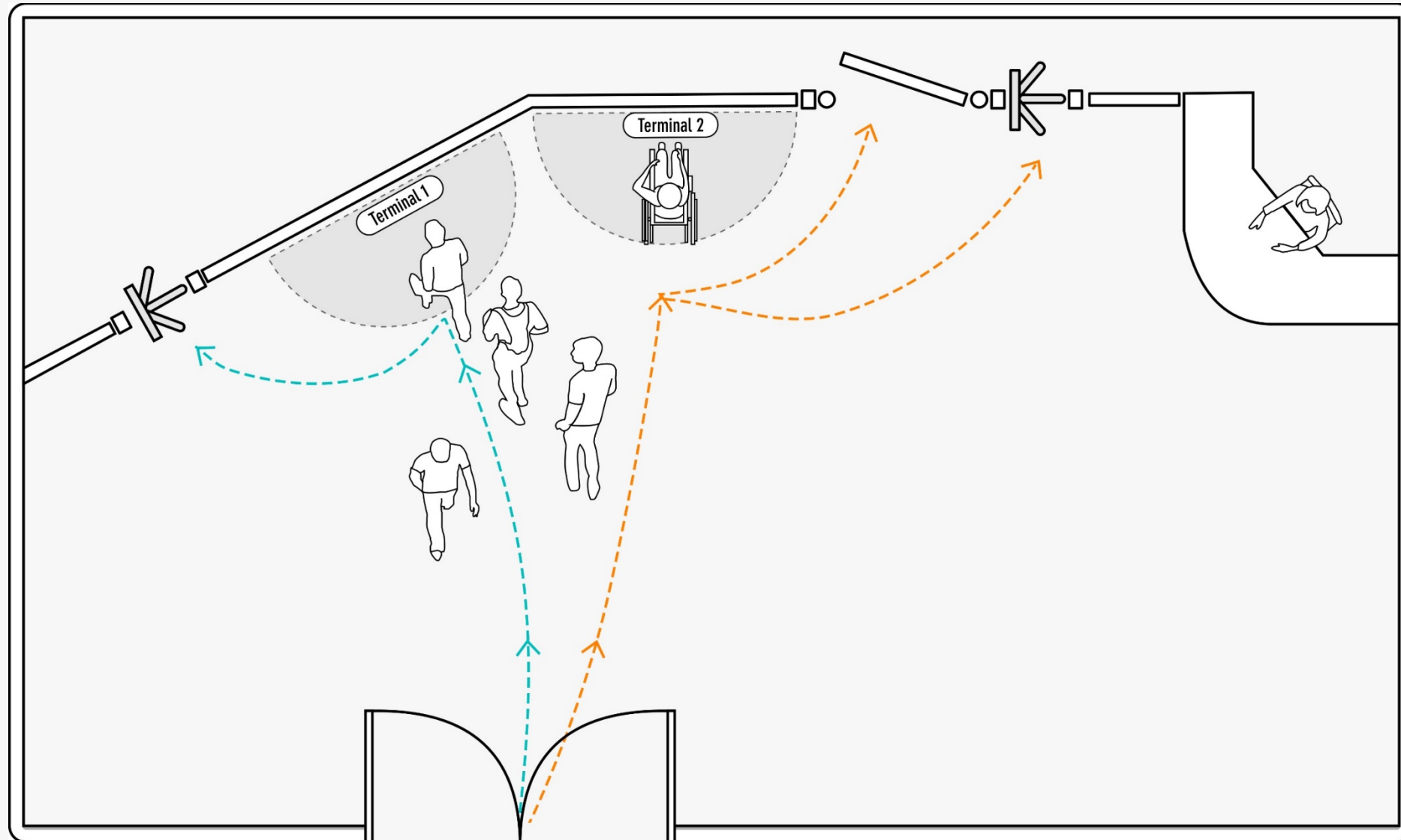


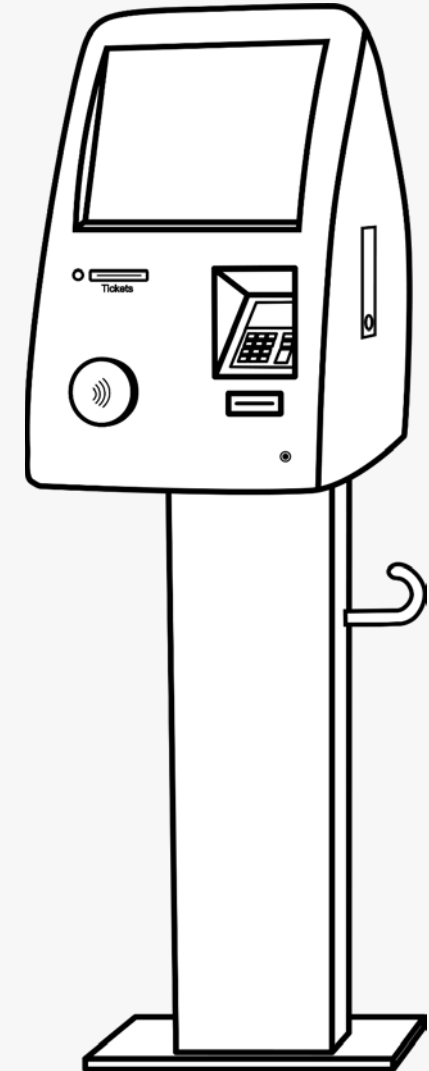
Payment/product delivery task

- Payment at terminal
- Clearly visible receipt and ticket location
- Pay quickly and get into the centre.

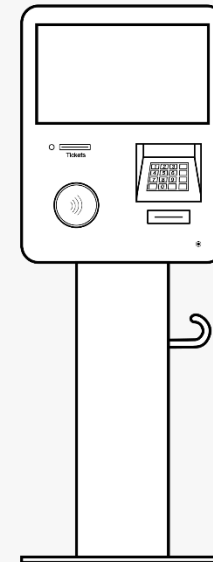
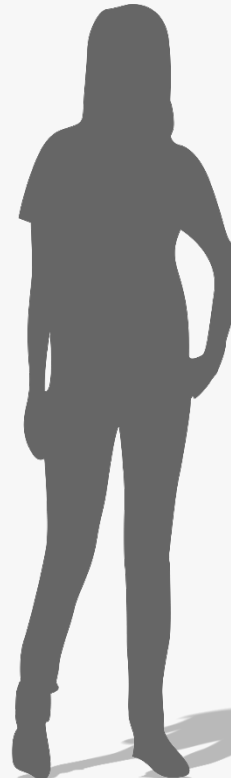
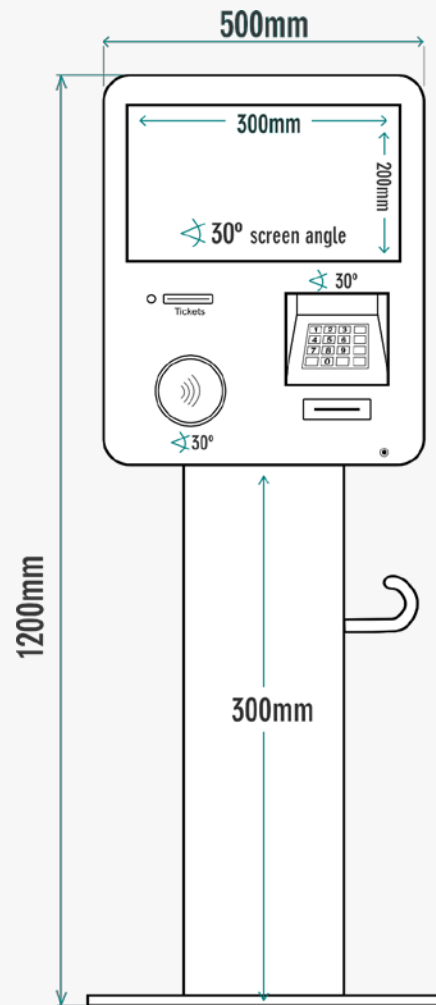
- Target market **very** broad
- Equality Act 2010
- Fast entry for customers



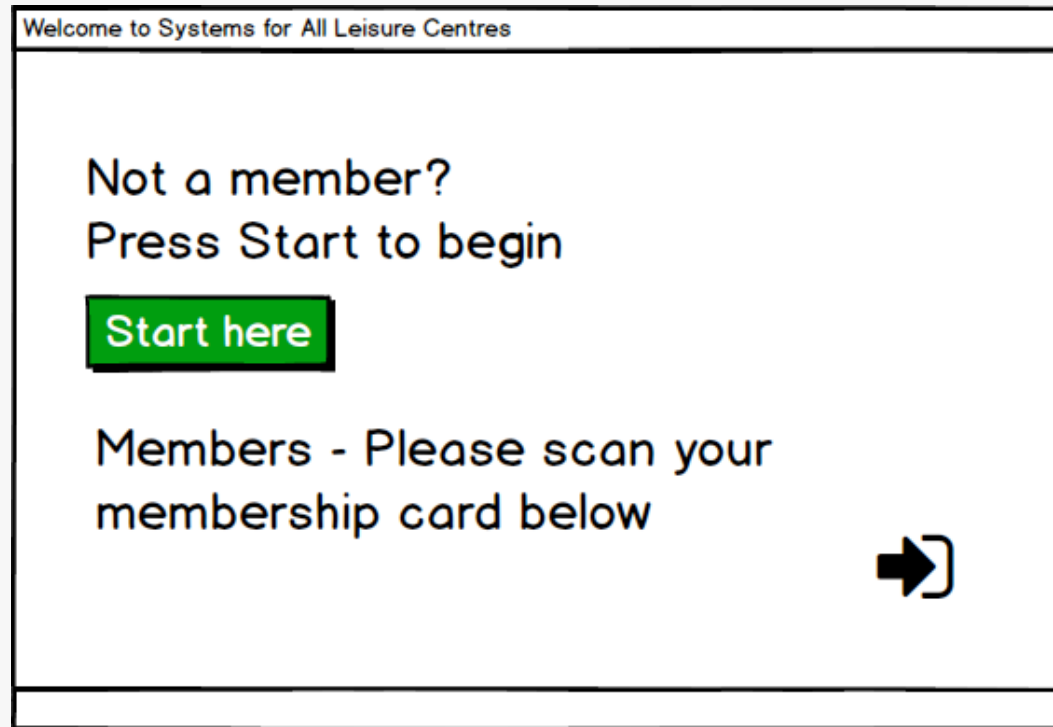




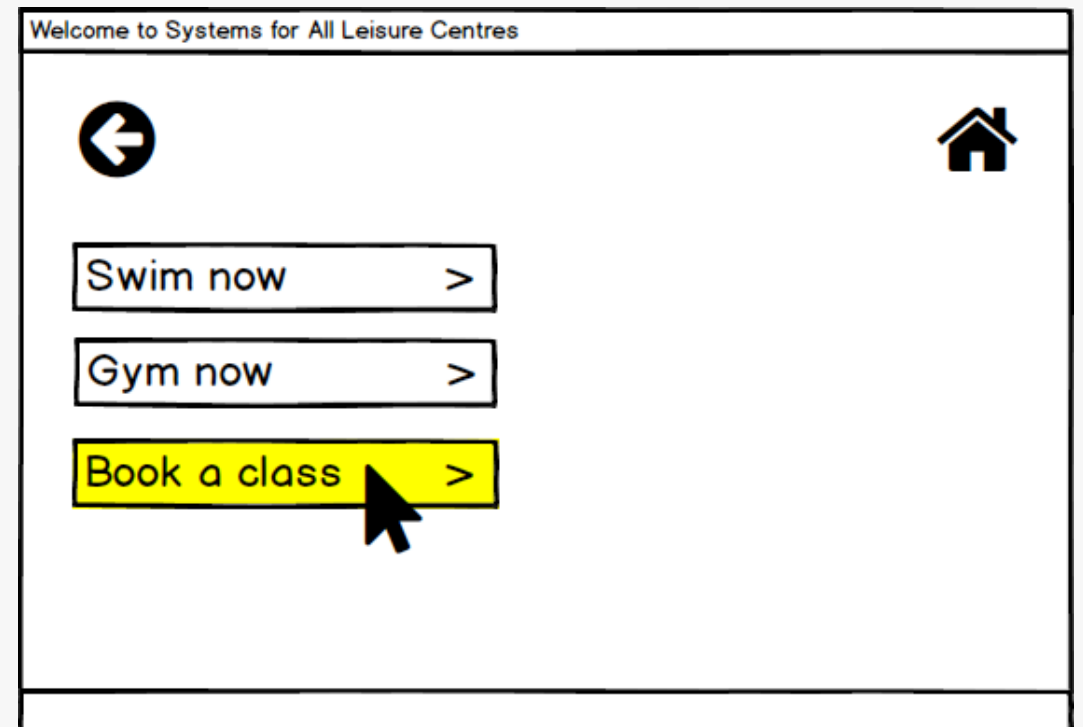
Dimensions



1





2



3


Welcome to Systems for All Leisure Centres


 Saturday 19th December 

10:00	£6
11:00	£6
12:00	£8
13:00	£8
14:00	£8

4

Welcome to Systems for All Leisure Centres



Thank you - payment accepted 

Enjoy your class

Don't forget your ticket!


1

Welcome to Systems for All Leisure Centres

Not a member?
Press Start to begin


Start here


Members - Please scan your
membership card below



2

Welcome Robin



Unlimited Member 



Swim now >

Gym now >

Book a class >

3

Welcome Robin

 Unlimited Member 

Confirm

Gym session

Confirm

Change


4

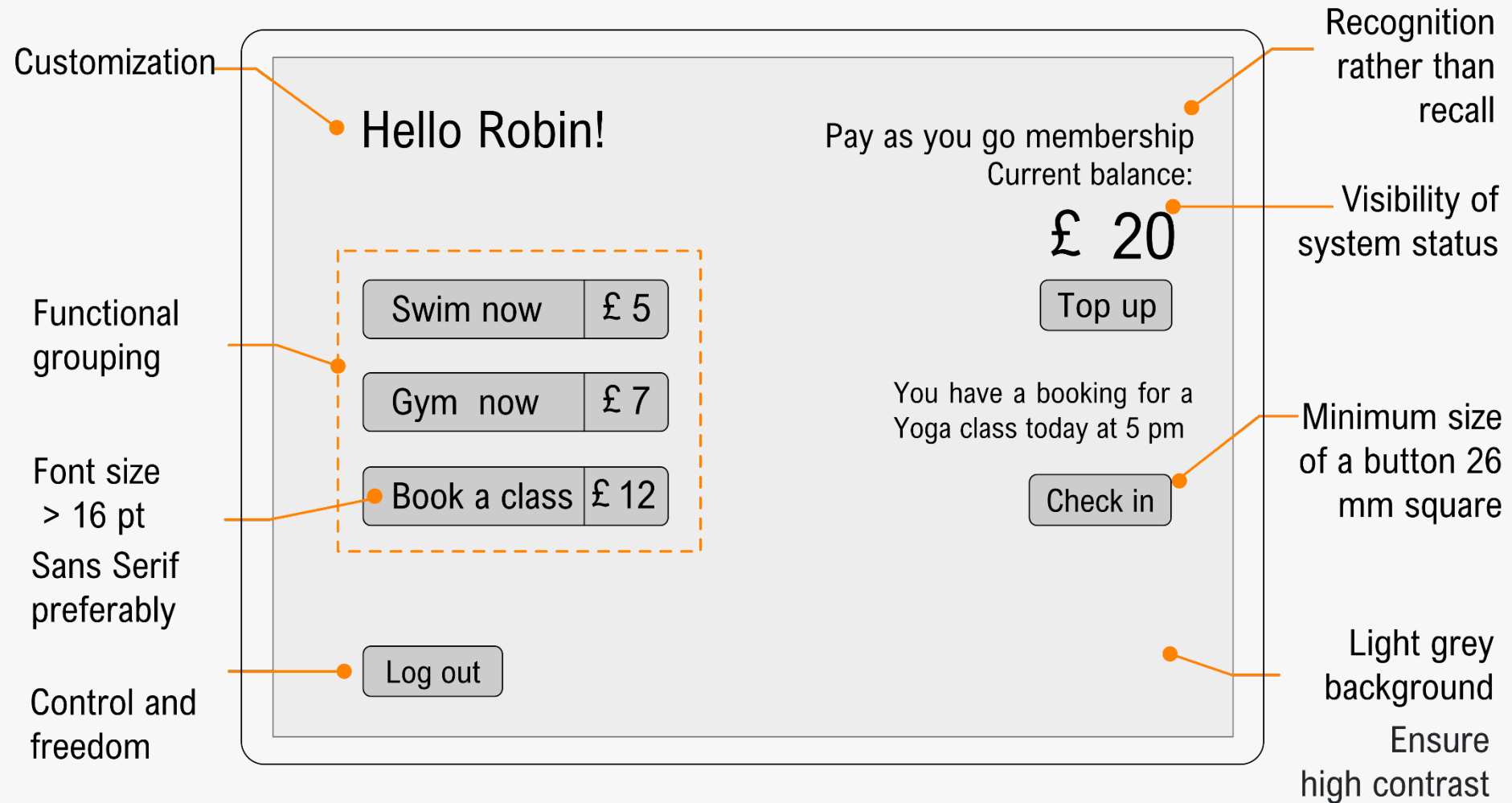
Goodbye Robin

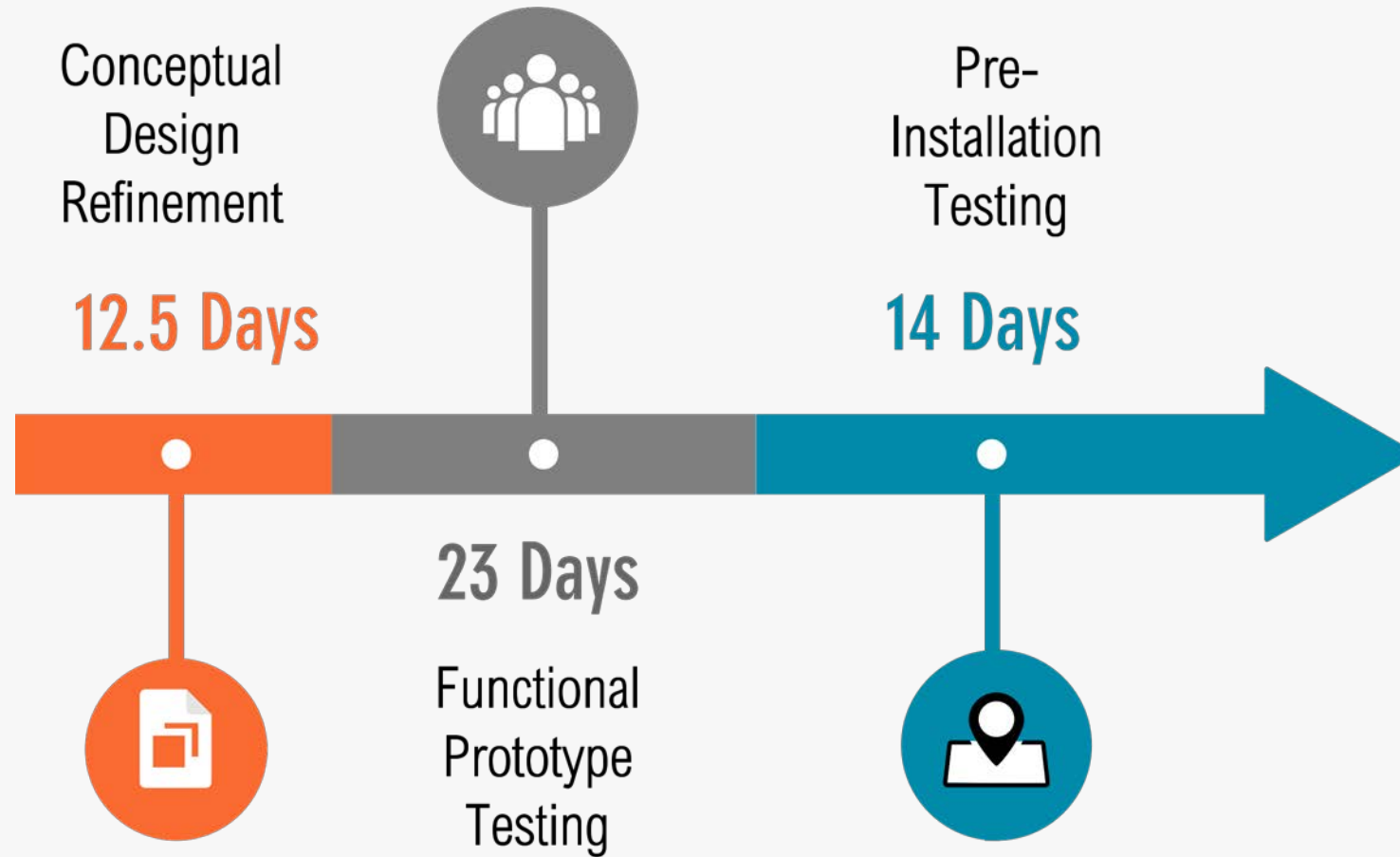
Thank you

Enjoy your workout.

Don't forget your ticket!

Logging out 



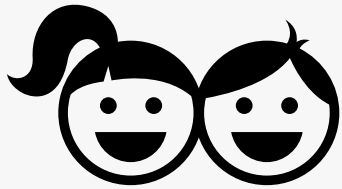


Phase 1: Conceptual design refinement	Staff interviews and observations Recruitment and testing Analysis Ergonomics recommendations Updates to lo-fi mockup	2 4 4 2 0.5
Total		12.5 days

Phase 2: Functional Prototype Testing	Recruitment and testing Expert-led heuristic evaluation Analysis Ergonomics report and recommendations Consultancy - hardware and software	9 2 6 4 2
Total		23 days

Phase 3: Pre-Installation Testing	Environmental checks Human behavior analysis Terminal usage analysis Report and recommendations	1 5 4 4
Total		14 days

Drive up membership



Junior members



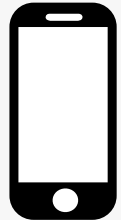
Pay as you go
members



'Top-up' facility



'Fast-track' access



Smartphone app

We have

- Terminal and environmental **designs**.
- Satisfied your brief by showing **user journeys** for two tasks.
- Identified **locations** for customers' personal items.
- Suggestions for terminal **positions**.

We also

- Can help you stay compliant.
- Value your appreciation of ergonomics.

Can't wait to get started!