



WAUKESHA HEALTH CLUB INFORMATION SYSTEM

Abstract

By integrating software that connects customers to Waukesha Health Club whether they are working out or not, a new information system can provide better customer engagement and increased membership numbers.

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Prepared For:

General Manager
Waukesha Health Club
Waukesha, WI

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Executive Summary

As a state-of-the art facility, Waukesha Health Club would like to create an environment that is not only customer friendly, but allows the business to analyze data through all facets.

Scope/Goal/Purpose of the project

The purpose of the project is to automate the membership system including tracking merchandise. Must deliver database, hardware, software, and support for one location. The eventual goal is to create a blueprint for future locations.

Requirements Definition

Requirements include:

- Reception area hardware
- POS hardware
- Back office area hardware
- Database design
- Software that integrates database and works with already purchased accounting software as well as portal for customers to use.
- Training of staff
- Implementation
- Support for life of project (4 years)

Stakeholders

Stakeholders include the employees, which consist of membership services, trainers, and instructors, and the owner.

Benefits

Implement a solution that can be repeated in the future when expansion becomes a reality. Through the use of social media and newly designed software, Waukesha Health Club can drive sales of memberships and allow management to track and increase customer engagement and retention.

Project Initiation

IN WITNESS WHEREOF, the parties have caused this Statement of Work to be executed by their authorized representatives effective on the date set forth at the beginning of this document.

WCTC
800 Main Street
Pewaukee, WI 53072

Waukesha Health Club
Waukesha, WI

By: _____
Title: _____
Date: _____

By: _____
Title: _____
Date: _____