

## PRIORITIZES SECURITY AND MEMBER EXPERIENCE

The Rochester Athletic Club (RAC) in Rochester, Minnesota is a popular place for community residents to get fit and enjoy time with family and friends. Spanning over 260,000 square feet, the facility includes a multitude of health and wellness offerings, including tennis and racquetball courts, three swimming pools, an indoor track, along with ample space and amenities to relax and unwind. In keeping with its commitment to quality in facilities and management, RAC second generation owner and President, Matt Remick and his team, sought to address some underlying operational challenges.



### The Challenge

#### Security and Management Problems in the Locker Room

The RAC was experiencing some infrequent theft issues and the challenge that some members would choose a day locker, take the key home, and hang onto it for a long period of time. These challenges motivated the search for an improved locker management system. Matt Remick said, "Our primary purpose at the IHRSA Convention was to find a more secure lock solution that fit with our mission statement, "Member Experience First." After meeting and interviewing all the lock manufacturers, it quickly became clear that GANTNER had a truly unique product offering."

### The Solution

#### A Complete NFC Club Management System

After exploring GANTNER's different locking systems for lockers, conversations drifted to what other opportunities existed that would maximize the RAC's investment and provide added value. GANTNER's certified integration with CSI club management software afforded just that opportunity.

The RAC's decision to move to a complete Near-Field-Communication (NFC) club management system for access, check-in, lockers, and payment was driven by its ability to have a positive impact on member experience. Matt Remick explains, "We believe that the ability of our members to now use their locker keys at check-in, point of sale, and with our Preva® networked fitness equipment

was a standout feature that no one else offered."

New membership IDs contain an embedded NFC chip that communicates via contactless technology with the rest of the GANTNER system. About 95% of members have chosen to take the wristband over cards or keyfobs, as it allows them a convenient, hands-free experience of the club.

### NFC Wristband Applications





### Efficient Self Check-In

At the front desk, members are greeted by staff as they use their wristbands to facilitate faster, more efficient check-in at three newly installed GANTNER access terminals. With the new procedures in place, the RAC is able to engage deeper with members while providing “at your own pace” convenient self check-in.

### Secure Locker Room Management

“Today’s members want a clean, functional and secure locker room environment,” according to Matt Remick. “We felt that GANTNER’s online solution brought all of these elements together.” The RAC opted for GANTNER’s networked locking system to improve locker room security.

The audible alarm and notification at the front desk met the RAC’s security criterion. Plus, the system fulfilled the mission statement “Member Experience First”, as members conveniently use lockers with their wristbands.

Minnesota winters can be brutal. The cold weather requires lots of space for coats and boots in the locker room. Of the 1200 lockers, approximately 40% are quarter or half sized and designated within GANTNER’s

locker management software as personal lockers that members can rent. The remaining full height lockers operate in free-locker mode, meaning members can use any available full size locker in addition to their personal one to secure all that heavy winter gear. Once locked, the locker number is securely stored onto the GANTNER wristband, ensuring that only the wristband with the assigned locker number can open the corresponding locker.

Statistical reporting helps optimize resources, by providing in-depth information on locker usage. Matt Remick explains, “From a business owner perspective, I get insight into what is going on in my locker room that I could not get anywhere else. The occupancy analysis reports allow me to ensure members have an adequate mix of personal and free lockers.”

### Controlled Pool Access

From the locker rooms, members can gain access to the pool area. Before renovations, the RAC used a gate system with a push button at shoulder height. With new GANTNER access terminals, installed onto the facility’s pre-existing doors, members gain access by simply presenting their wristband to the terminal.

This solution is more accessible for both mothers with strollers and people with disabilities. Plus, given young children do not have wristbands, GANTNER’s solution effectively serves the purpose of keeping the pool area safe.

### Convenient Cashless Payment

The RAC has many POS locations throughout the club. Using their wristband, members can now make cashless payments quickly and conveniently, without the need to carry cash or cards. Since the introduction of the new cashless payment system, the RAC has seen a steady increase in usage and sales.

Once the facility renovation is complete, the RAC is investigating expanding the use of GANTNER cashless payment hardware by tying in their vending machines and Hydro-massage Beds so that members can use their wristbands with those as well.

“GANTNER’s solution enables us to better manage our club and positively impact member experience.”

**Matt Remick**  
2nd Generation  
Owner & President  
*The Rochester Athletic Club*

For more information, go to our website: [gantner.com](http://gantner.com). Or email us: [info@gantner.com](mailto:info@gantner.com)

#### TECHNOLOGY PRODUCTS:

GAT Writer 6000, GAT Access 6100, GAT NET.Lock 7000, GAT Relaxx Management Software, GAT Chip Band 20 F7

#### PROJECT DATA:

Locker Manufacturer: clubresourcegroup.com  
System Integrator: multIPASS-iD.com  
Club Management Software: csisoftwareusa.com