

25.08.2016

Updated Asset Management to streamline service requests

ASSET Management by Matrix Fitness now sends customer e-mail notifications, informing them if their products are offline, have error codes, or require a service.

The latest version of the system provides detailed descriptions for error codes and a severity level, simplifying trouble-shooting and fault reporting. This new feature will streamline the service request process considerably.

This is accompanied by a gallery of diagrams, part lists and owner manuals, increasing the accuracy of initial fault reporting with detailed problem descriptions.

The system provides in-depth usage patterns, enabling customers to rotate their equipment for even wear. It can also be used by any device with the internet, giving a complete view of equipment even across multiple sites.

Andrew Kolman, Director of Product Development Console Technology at Johnson Health Tech, said: “We understand that fitness technology works best when it’s simple, intuitive and supports the needs of our commercial partners and their members.

“We are committed to continually evolving our product and technology to ensure our partners can deliver the best, most-effective workout experiences to their members.

“It’s not about bells and whistles - it’s about creating member engagement and long-term results. It’s also about creating useful tools to help our partners run their facilities while maximising ROI.”

Matrix Fitness
East Court
Riverside Park
Campbell Road
Stoke-on-Trent
ST4 4DA



Johnson Health Tech UK Ltd

PRESS RELEASE

As an added feature, the updated Asset Management system gives the customer freedom to streamline cardio touch-screen consoles with individual brand identity and marketing. This includes logos and backgrounds to customise welcome screens and calendars for ultimate integration.

- ENDS -

Contact:

Matrix Fitness Press Office

Phone: 01782 654482

Email: marketing@matrixfitness.co.uk

Web: www.matrixfitness.co.uk

Social Media:    

About Matrix Fitness

Matrix Fitness – the fastest-growing commercial fitness brand in the world – is the commercial division of Johnson Health Tech. Matrix is comprised of a complete range of premium, commercial-grade cardiovascular and strength-training equipment for health clubs and other fitness facilities.

Matrix Fitness
East Court
Riverside Park
Campbell Road
Stoke-on-Trent
ST4 4DA



Johnson Health Tech UK Ltd