

CSI Software is proud to offer our valued Access clients our newest product, Spectrum NG. This software boasts a variety of exciting features designed to better meet your business's complex needs. Spectrum NG is the most versatile and comprehensive management package on the market.

**Best-in-class Technology**

Spectrum NG leverages Microsoft .Net and SQL Server 2005 65-bit technology.

**Hosted or Deployed**

Reduce risk and the burden on your technology staff by hosting Spectrum NG remotely. CSI Software's hosted environment provides state-of-the-art security to ensure that your data is never compromised. At CSI Software, we know that security is crucial to you — that's why security is our top priority. We devote significant resources to continually develop our security infrastructure. The result - unsurpassed security and privacy for your information. With CSI Software's data hosting services, you enjoy protection and peace of mind that only our enterprise class security infrastructure can provide.

**PCI Compliant**

Spectrum NG and CSI Software have been certified as Level I PCI compliant and PASB compliant.



**New User Interface**

In Spectrum NG, we have designed a new streamlined user interface. With the main menu's tree format you can move fluidly from corporate features to site and program features with a few clicks of your mouse. The menu can be expanded or compressed instantly, and the dual panes of the main screen can be resized using your cursor.

**Customizable Permissions**

Never before has security been so flexible. Now, you can create and define an unlimited number of security groups. Permissions can be unique to each employee. Determine the permissions for your employees by assigning them to various security groups or selecting individual permissions for them. Once an employee's permissions are defined, only the features to which he is given access appear when he signs in. The fine control this gives you provides greater protection for your sensitive data and eliminates any confusion about what your employees can and cannot access.

**Forms Management**

The new Forms Management feature reduces administrative costs while improving the organization of your member records. With this great feature, you can upload important documents to a member's record; these documents can then be accessed as needed. Birth certificates, driver's licenses, passports, etc. can be scanned and uploaded. You have the option of defining what forms your business uses at the corporate and site levels. For a measure of security, the descriptions of forms defined at your corporate office cannot be edited at your sites.

## Letter Designer

In addition to the Forms Management feature, NG offers the new Letter Designer feature to create templates for a variety of letters you send each month to your customers. Membership renewal, member referral, birthday, past-due account, and decline letters can be customized as you wish. Choose from a long list of different fields to design each letter according to your standards.

## Emailing

Individual and mass emailing is available in Spectrum NG. We also have the ability to support images, attachments and HTML emails.

## Service Agreements

Spectrum NG now has the ability to create customizable service agreements for personal training packages sold through our Series Sales program.

## New Versatility in Gathering Member Data

With Spectrum NG, you can control the type and number of user-defined fields each of your sites need. User-defined fields allow you to determine which additional information you want to collect from your members. Previously, you were limited to the use of a preset number of text and date fields. Now you can set up four types of fields:

- **Date:** Use this kind of field to enter significant dates, such as anniversaries, graduations, etc.
- **Text:** Use this kind of field to enter unique and varied entries, such as allergies, health conditions, etc.
- **Number:** Use this kind of field to enter years, pounds, ages, numbers of children in a family, etc.
- **Combo Box:** The combo box is an exciting new option which allows you to offer your customers a set of choices. Use this special kind of field to ask *Yes/No* questions like, *“Do you participate in league sports?”* or questions with a range of answers like, *“What form of exercise do you most enjoy?”*

For ultimate flexibility for our multi-site clients, there are an unlimited number of user-defined pages available. You control which fields appear on which page and which pages are used at each site. Tailor each page for a particular site’s needs.

## Greater Flexibility and Control of Memberships and Member Records

With our improved member features, a variety of new options are available to you. Now you can offer a range of contract lengths for each membership type, including an open-ended contract. You can determine whether a membership type is available through the Member Wizard, Contract, and Online Services. You can charge one amount for a membership purchased through Member Wizard or Contract and a different amount when it is purchased through Online Services. You can select additional dues and fees, create discounts for memberships which are paid-in-full, and determine which additional fees are applied in-house, and which fees are applied on-line.

In Spectrum NG, when you enter new member records, you can collect up to three different addresses, including those of home and business, as well as four different phone numbers. Pictures of your members can now be imported to their records. For those members who fail to pay off their account balances, you can now give them a status of Collections. When you set up a future status for a member, you can determine how their installments and repetitives are handled; for those with a future status of Freeze, you can choose whether to continue to charge their repetitives, or whether to skip, suspend, or remove them.

Other new features of member management include:

- Sophisticated de-dupe feature to eliminate duplicate records
- Driver's License swipe to populate all new data entry fields
- Ability to design your own membership cards

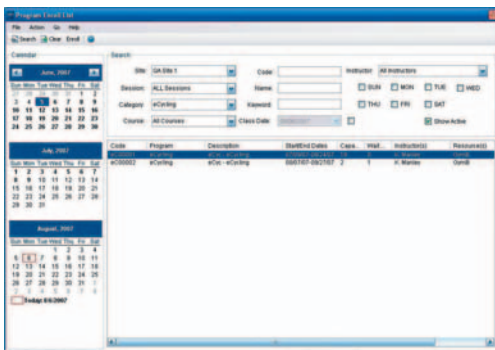
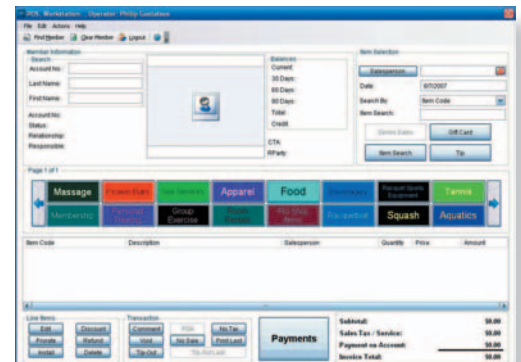
### Accounts Receivable and Member Billing

We have greatly enhanced our AR and Billing systems to provide greater flexibility. Some of the new features include:

- Ability to setup multiple billing groups
- Emailing statements
- Statement File export feature
- EFT return file import

### New Setup Options for Point of Sale

The Point of Sale Program boasts a variety of improvements. For facilities with large and varied inventories, you can set up three different types of item keys or buttons: single product, product list, and product category buttons. This allows you to more effectively organize your available inventory for quick selection at point of sale. In addition to improved item keys, you can set up a variety of discount buttons by both percentage rate and amount. Tip rate and payment buttons are also available, and every kind of shortcut key can be color-coded for quick identification.



### Program Registration

The Spectrum NG Program Registration module is designed for facilities that wish to register individuals into classes and programs. It fully integrates with all of the other CSI Software modules, giving the organization one seamless, fully integrated application that can manage all of your business needs.

There are five levels of hierarchy to the Program Registration module, allowing the organization to design and specify their activities and programs according to their needs and preferences as demonstrated below. The flow of creating programs is intuitive and easy to do.

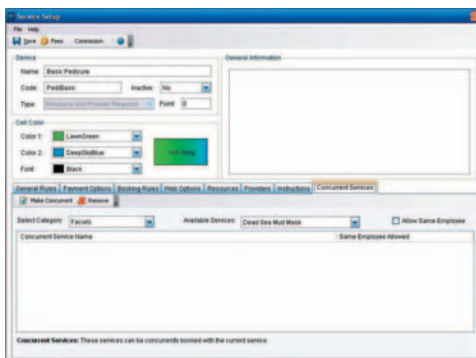
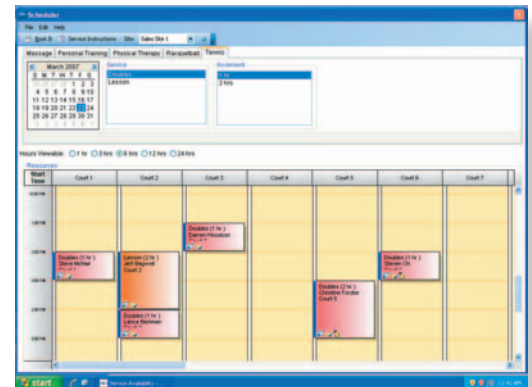
Registering a person for a program is easy. Because of the hierarchy developed for this program, you can search for a program by site, session, category, course or the specific program itself. This offers the organization incredible flexibility. Once you select a program, all its relevant information will appear. At a glance the organization will know when it starts, days, time, how many customers have registered, instructor and availability, to name a few. Furthermore, specific warnings will appear if the customer doesn't meet the age or gender requirements. Also, all fees associated with the program will be displayed, including the option of pro-rating fees if the program has already begun.

- On-line registration
- Email registrants
- Clone/copy sessions
- Registration start and end dates
- Maximum and minimum class sizes
- Multiple instructors and sophisticated commissions
- Waiting lists
- Resources
- Instructors
- Age requirements
- Gender requirements
- Prerequisites
- Member/non-member fees
- Repetitive or future fees
- Cancellation fees and rules
- Automatic proration of fees
- Extra fees
- Early bird fees (two levels)
- Accept deposits
- Popup notes
- Program details
- Search for programs by site, session, category, course or program
- Advance search by date, day of week, instructor or keyword string
- Look up programs by individual
- Print waivers
- Set up user defined fields
- Create cancellation codes
- Bus routes
- Transfer from one program to another (with calculation of fees)
- Enter enrollment notes

## Scheduler

The Spectrum NG Scheduler Program is designed to book resources and service providers for sports and spa activities. Scheduler provides flexible and efficient employee and resource tracking. It allows you to book services for multiple resources and prevents providers, members, or resources from being booked for a service if it results in a conflict with another booking.

- Control how far in advance clients can make reservations and how close to the reservation time customers are allowed to cancel them.
- Establish booking rules for in-house operations and a separate set of booking rules for online operations.
- Set up separate fees for resource, service, and provider.
- Set up special fees for designated times of day and for select membership types.
- Restrict access to services to select membership types.
- Allow participants to pay for bookings using sessions of personal training packages.
- Restrict whether guests can book a service and whether a credit card on file is required for a guest to make a booking.
- Determine whether payment is required at the time of booking.
- Determine an employee's availability per site, and schedule your employees' breaks.
- Charge fees for group bookings by person or by reservation.



## New Spa Management

With the Spa Management program, scheduling services is easier than ever. Spa Management provides a means of effective employee and resource tracking. It prevents providers, members, or resources from being booked for a service if it results in a conflict with another service. The design of the main booking screen allows users to see all the components of a reservation at a glance. A variety of booking rules are available for each service so you can determine what restrictions, if any, you want to apply.

- Visual, powerful appointment book
- Sophisticated booking rules
- Package management and bookings
- Couple bookings
- Fair bookings
- Preference management
- Tip Management

## Contract Management

With the Contract Management program, sales personnel can simply and accurately register new members or renew contracts for existing members. This program provides you with a contract wizard, which walks you through all steps of the sale in a quick and efficient manner. At the end of the sale, initiation fees and monthly dues are automatically calculated based on the membership type and length of contract. You can print the contract with legal information, and then store it with electronic signature capture – crucial for being PCI Compliant. The Contract program helps make your sales flow process more convenient and efficient.

- Customized contract formats
- Data fields can be required and/or restricted
- Edit and void contracts
- Electronic storage with signature capture
- Automatic calculation of fees

## Gift Card Management

With the Gift Card Management program, you can easily manage and track gift card usage within your facility, from the time it is created, to the time it is redeemed. You can also track usage, even when it is used at other facilities. Our design helps ensure gift cards are activated in a secure and efficient manner.

- Automatically track value
- Refilling capabilities
- Customized gift cards
- Easy activation and inactivation
- Expiration dates
- Interfaces with existing credit card readers

## Prospect Management

Prospects represent potential members, and potential members are the lifeblood of your business. With the Prospect Management program, you can track prospects through the entire selling cycle. Sales personnel can set calls, tasks, tours, and even convert prospects to members with the click of a button.

- Track tours, calls and close ratios
- Send emails to prospects
- User defined fields
- Color-coded grid for easy viewing
- Lock and combination management

## Locker Management

The Locker Management program allows you to keep track of locker inventory, locker assignment, combinations, and other pertinent information. You can set up locker areas and numbering systems according to your facility's needs. In addition, day lockers can be created and assigned, then vacated automatically. This program is integrated with Point of Sale and Accounts Receivable, allowing you to charge for lockers with the touch of a button.

- Unlimited number of lockers and locker categories
- Ability to setup locker banks

## Online Services

CSI's Online Services provides speed, convenience, and flexibility to your customers and gives them access to up-to-date account information at a glance. By giving members and guests control of their payments, enrollments, and bookings, your staff can devote more energy and time to quality customer service, and reap the rewards of customer loyalty and satisfaction.

- Transaction reports
- Paperless statements
- Secure payment options
- New member and guest services
- Program registration
- Service scheduling



## Business Intelligence

Whether you operate a multipurpose facility or a chain of clubs across the country, Business Intelligence (BI) can help you gain valuable insight your organization. With BI solutions from CSI Software, you can drive improved performance throughout your fast-growing organization by using the information you have today more strategically.

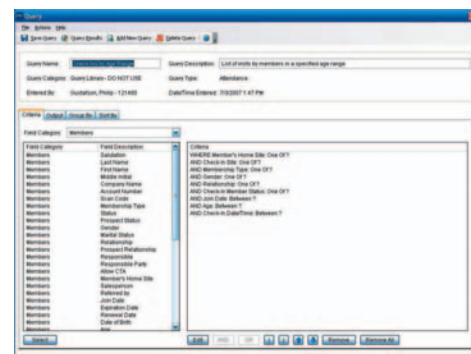
There are three main components of Business Intelligence: Dashboards, Scorecards and OLAP (Analysis).

Dashboards communicate complex information quickly. They translate information from your various departments and data into visually rich presentations using gauges, maps, charts, and other graphical elements to show multiple results together.

## Reports and Query Builder

Spectrum NG comes with many of the same reports found in Access. In addition, we now offer various reports in graphical form. We also have added date quick picks to speed up the process of running a report. One of the most important new reports we have added is the Flash Report. This powerful report can give you a snapshot of your membership counts for any period in the past.

The Query Builder allows you to create your own customized reports by querying different fields in the database. You can select your own grouping and sorting as well.



## New Services Available from CSI Software

In addition to our standard telephone and Internet support, the following additional services are now included as part of your standard support contract.

### Monthly eNewsletter

If you are like a lot of people, you don't always have time to check the Internet for useful news information. That's why you should consider subscribing to the CSI Software eNewsletter. A free information service, the newsletter alerts customers to relevant content on the CSI Software Support Portal.

### User Forums

The CSI Software User Forums are intended to provide you with a place to discuss our software. We encourage you to ask questions and share knowledge about technical details and techniques for accomplishing tasks. Feel free to open any discussion on any CSI Software product-related subject you like.

### eLearning Library

The eLearning Library is a (self-paced) collection of online software lessons that take you step-by-step through key concepts and tasks in SpectrumNG. Take lessons whenever you need them, at your own pace! Since they are online, lessons are always available.

### Webinars

With this popular option, a CSI Software consultant will help you perfect your software skills in a live, interactive group setting. It's convenient — all you need is a Web browser, a PC headset and a few hours — and the knowledge you gain can be put to use immediately! Converse with peers from across the country and ask your instructor any questions you wish.

### Query Library

This library features downloadable sets of commonly requested queries that users can download and then import into Spectrum NG's Query Builder.