

CSI Software is proud to offer our valued 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.

Spectrum NG builds on the proven and successful Spectrum application. It provides substantial functional improvements and innovations across the program and includes full-level support tools to allow a smooth transition for all existing customers that have invested in Spectrum.

### 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 replaced cumbersome multiple modules with 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

Use 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

Emailing capabilities have been greatly enhanced. We 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

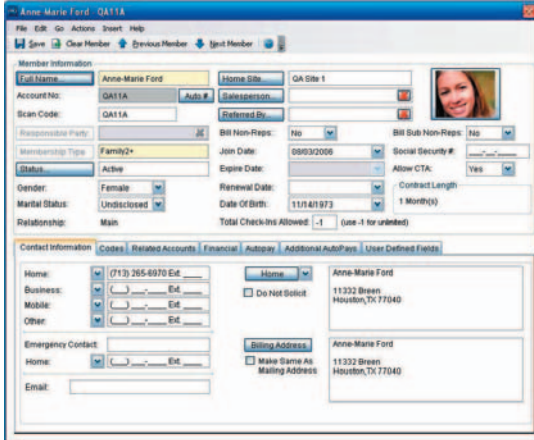
With Spectrum NG, you can control the type and number of user-defined fields each of your sites need. User-defined fields allow you to determine which additional information you want to collect from your members. Previously, you were limited to the use of a preset number of text and date fields. Now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

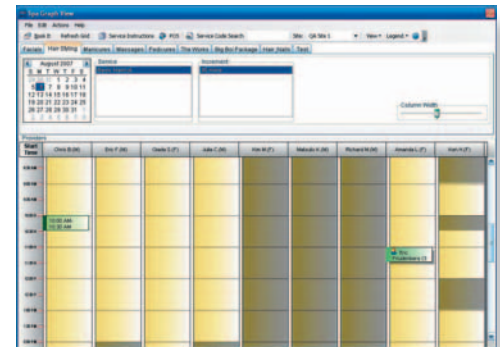
- Ability to setup multiple billing groups
- Emailing statements
- Statement File export feature
- EFT return file import

## Spa Management

We have completely revamped our Spa Management module to help manage any size Spa. It provides a menu of robust, industry-specific features and functionality to help improve and manage your spa business.

Additional new features include:

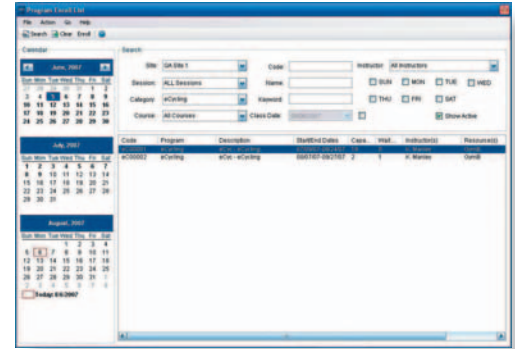
- Visual, powerful appointment book
- Sophisticated booking rules
- Package management and bookings
- Couple bookings
- Fair bookings
- Preference management



## Program Registration

Spectrum NG Program Registration contains all of the powerful features of Spectrum with some added functionality and features.

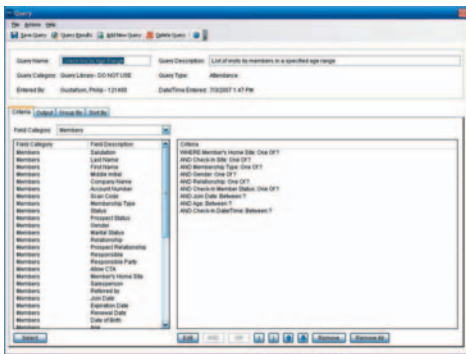
- Ability to book multiple resources when creating a program
- Ability to use multiple providers/instructors when creating a program
- Ability to create pricing promotions with set fees
- Sophisticated commission planning for instructors



## Reports and Query Builder

Spectrum NG comes with many of the same reports found in eMember. 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.

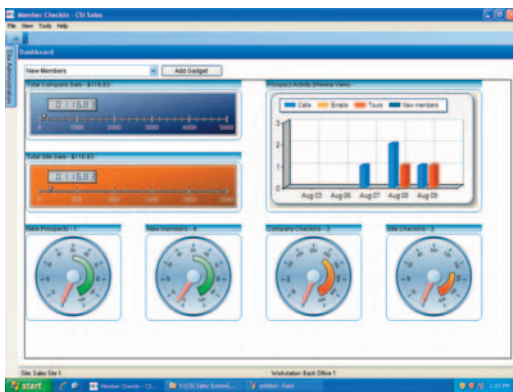
The Query Builder allows you to create your own customized reports by querying different fields in the database. You can select your own grouping and sorting as well.



## 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.

Scorecarding is a key capability within Business Intelligence. Scorecards help you align your teams and tactics with strategy; communicate goals consistently, and monitor performance against targets.

Analysis enables the guided exploration and analysis of information that pertains to all dimensions of your business - regardless of how much data is stored. Analyze and report against online analytical processing (OLAP) and dimensionally aware relational sources.

## **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.