



### FITNESS FIRST PROTECTS IT INVESTMENT WITH AKIKO PROJECT GOVERNANCE

Operating at over 50 locations, the highly successful Fitness First is Australia's largest health club provider. Fitness First chose Akiko Business Consultants to provide their organisation with the critical procedures, process and tools necessary for the protection and management of their IT investments.

*"The unique set of consulting, implementation and management skills provided by Akiko Business Consultants meant they rapidly understood our business requirements and the importance of protecting our IT investments. Their Project Governance Methodology provided the toolset we needed to secure our systems."*

*Andrew Wyres  
National IT Manager – Fitness First Australia*

Akiko defined a straight forward yet highly effective Project Governance Methodology which enabled Fitness First to control the ongoing minor and major changes to their client membership system. Fitness First identified the membership system as critical to their flourishing in a very competitive commercial environment. Akiko combined within the Project Governance Methodology the management of all tangible intellectual property together with the implementation of change control processes.

Akiko drew upon its knowledge of industry best practices which were then tailored to meet Fitness First's exact requirements. Key to the solution was the elimination of single points of dependency, which had represented a significant business risk. The resulting documentation proved both the guide to enforcing the methodology and also formed the basis for ensuring compliance to the methodology. Akiko followed up the development of the tailored methodology with the implementation of the processes and a post-implementation audit.

The flexibility of the methodology developed by Akiko for Fitness First's membership system allows it to be applied to other IT applications. Fitness First is now operating in an environment which includes a secure, proven methodology for ongoing system changes.