

CASE STUDY

Cybex



Cybex International manufactures premium commercial fitness equipment.

Highlights

Requirements

- Cloud-based solution to Wi-Fi infrastructure for easy deployment and management
- Enterprise-grade solution with intelligent APIs
- Fast and reliable wireless infrastructure support for high-density in-classroom learning

Solution

- Retrofit with connectivity adapter
- Electric Imp IoT Connectivity Platform to enable a web-based monitoring and predictive maintenance system to reduce equipment downtime and manage machine usage

Benefits

- 70% decrease in treadmill breakdowns
- 30% reduction in maintenance costs
- 12% savings in unscheduled repairs

Company Overview

Cybex International is a leader in premium exercise equipment used in fitness facilities worldwide. Its treadmills are a common sight in gyms, which is not surprising given that gyms routinely have more treadmills than any other type of exercise equipment. Because of their popularity, gym owners regularly service their treadmills to ensure they stay up and running.



Challenge

Cybex traditionally relied on service technicians to conduct regular, on-site service inspections and to perform any necessary maintenance. This practice is expensive and does not always identify imminent failures – which lead to costly, unscheduled repair calls. Cybex realized the issue was that gym owners could not tell technicians how many miles had been run on their treadmills nor how many hours they had been in operation – two key factors in determining when to replace important components and perform other critical maintenance to prevent breakdowns.

Recognizing the potential of IoT to solve this issue, Cybex began developing a web-based asset management system to provide gym owners with real-time data on the status of each treadmill. The goal was to enable gym owners to schedule service visits based on the actual need and to identify treadmills requiring special maintenance.

The company recognized the key challenge to deploying its 'Cybex Care' solution was securely getting vital operational data from each treadmill to its cloud platform in real time.





Solution

Cybex turned to Electric Imp to create a proprietary connectivity adapter that securely connects the treadmill to the cloud via a Wi-Fi connection. The adapter was easily installed by simply plugging it into a treadmill's service port.

The valuable data is processed in the cloud and the results presented to gym owners in a web-based dashboard, so they can make quick and informed decisions.



We wanted to bring this new tool to market quickly and cost effectively. By partnering with Electric Imp, we were able to focus on our core competency of developing world-class fitness products and putting issues of connectivity, scalability and security in Electric Imp's expert hands. By doing that we also significantly reduced our schedule risk."

— Lisa Juris, Chief Marketing Officer Cybex International



Our customers invest in our catalog of products for our reputation for developing innovative and reliable equipment that enhances human performance. We are furthering that reputation, and our customer's success, by offering an Internet-based monitoring system that helps owners maximize the benefit of our products."

— Lisa Juris, Chief Marketing Officer Cybex International

Benefits



OPTIMIZATION

Real-time usage data gives gym owners several ways to optimize and maximize the life of their Cybex treadmills. For example, owners can determine the best time for scheduling maintenance to minimize inconveniencing gym members. They can also identify high-mileage treadmills and swap them with low-mileage models to reduce wear-and-tear and extend their service lives.



PREDICTIVE MAINTENANCE

Real-time data also enables gym owners to determine when a treadmill needs a major servicing to avoid breaking down and allows them to schedule an appointment well in advance. This eliminates expensive unscheduled repairs and lowers overall maintenance costs as technicians arrive with the correct tools and parts to efficiently service the treadmills.



PROFITABILITY

Cybex Care has improved gym owners' profitability by lowering their operational costs and eliminating contract cancellations by members upset over broken down treadmills.

Why Electric Imp?

Cybex chose Electric Imp to provide the seamless integration of secure connectivity for the following key reasons:

- **Time-to-Market:** The Electric Imp Platform enabled Cybex to quickly develop and deploy Cybex Care
- **Adaptability:** Electric Imp's solution easily integrated with Cybex's existing backend systems and software and seamlessly connected to already-available hardware interfaces
- **Scalability:** The flexibility of the Electric Imp Platform allows Cybex Care to be easily and continually enhanced

