



# 2023 YEAR IN REVIEW

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A Better Product for a Better Club



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Because your club deserves the best club management software available, we strive to consistently identify new ways to innovate and improve our software solutions at Jonas Fitness. As a result, our software must continuously improve and adapt to the needs of the industry.

We believe it's essential to be open, upfront, and transparent with how we're improving our software. With this Year In Review, we'll highlight all of the features and enhancements we've provided throughout the year and touch on some current long-term projects we're actively working on.

# Compete Releases

## RELEASE 7.34

Along with a long list of updates and enhancements, our 7.34 Release of Compete brought about the second phase of our Point-to-Point Encryption (P2PE) solution and the completion of our AWS Cloud Migration.

### KEY FEATURES

**Point-to-Point Encryption (P2PE) Phase 2:** P2PE is a technology standard designed to ensure the security of electronic financial transactions. A consortium of major payment-processing companies developed P2PE, the most robust security available. In this model, the credit card number of a cardholder is never in the clear at any point during a transaction. That information is encrypted when the card is entered into the P2PE-certified reader. JFI is the first in our industry to offer a P2PE compliance mode.

When compliance mode is engaged, user input screens will not allow the entry of any credit card information from any entry method other than P2PE-certified SREDKey or EMV devices.

**AWS Cloud Migration:** In our continuous efforts and determination to bring you the best possible products, JFI successfully completed the Compete AWS Cloud Migration. Not only do you have access to the same secure services you've always known and depended on, but this change has resulted in faster speeds, a more reliable connection, and greater scalability. Additionally, this change allowed us to leverage the power of edge locations to get your data closer to you, increase fault tolerance and redundancies across multiple servers in geographically distinct areas, and leverage AWS's machine learning algorithm to scale our resources efficiently in near-real-time.

### ENHANCEMENTS



UPGRADES TO



UPGRADES TO



UPGRADE TO



### Compete Front Desk

- Class unenrollment email to instructor now includes the name of member and date of enrolled class.
- Change Request Credit Memo Tax amount is now included in transactions.
- Check in – Configuration setting (Always prompt for activity on regular, attended, check-in) is turn off, will not allow the employee to check-in appointments.

### Compete Back Office | AdHoc Reporting

- Members | Agreements – If a Terms agreement is voided and has an expiration date in the past, Ad Hoc now shows the approval status as 'Voided'

### Compete Back Office | Configuration | Corporate | Billing Information

- Module does not give error when selecting to cancel the confirmation prompt.

### Compete Back Office | Billing | EFT Reports | Billing Event Summary

- The extra blank columns have been removed from the report. Also added was the billing description column in the export version.
- Billing statements in Compete now printing correctly without error.

### Empower M.E. (EME) | View Details Button

- To view the details of a document on the account history table, a details button has been added to the first column and the existing link on the transaction id has been removed. When members are viewing from a mobile device the details button is on the bottom of each transaction line.

### Empower M.E. (EME) | General

- Users can now add a bank account or credit card in Manage Payment without error.
- Date of Birth (DOB) for family member now display as expected.

### Employee Self Service (ESS)

- Member Directory, Edit No longer generates an error.

## RELEASE 7.35

Our 7.35 Release of Compete brought one of the most highly requested features to Compete: Guest Enrollment. Additionally, this release introduced our PAYFAC model and completed development work to strengthen our Channel Partner Ecosystem.



## KEY FEATURES

**Guest Enrollment:** An individual can self-enroll as a Guest in a club with access to Empower M.E.'s member portal. They can add up to 10 family members from the same form.

**PAYFAC Solution:** Over a year ago, WorldPay, our Payment Gateway provider, announced that they would discontinue their ISO Payment Processing Method by the end of 2023. This change was out of our control and would result in real-time payments no longer being available to businesses still on

## RELEASE 7.35 CONTINUED

their ISO Payment Processing Method. To avoid disrupting your business's processing capabilities, the Jonas Fitness team has been working hard at problem-solving, developing, and implementing a new solution for over a year. We are excited to announce the creation of our PAYFAC processing solution. This PAYFAC processing solution will allow businesses to continue to process payments as usual AND would result in added benefits such as enhanced reporting, faster and more reliable transactions, and increased security.

### ↑ ENHANCEMENTS



#### Compete | Front Desk

- When a user makes a change request to add the member ID to the online login field, it now saves as expected.
- Nursery Monitor is now notifying end users when members do not have access to Nursery on an active agreement.
- When pulling up a Rewrite Agreement in the Front Desk, it will now reflect the correct member status.

#### Compete | Back Office

- Users are now able to add secondary members in COG enrollment without any error.
- Users can now edit the EME restriction time on a training product without error and save it correctly.

#### Compete | Reporting

- When running the Members by Salesperson report, the status column now reports the correct status for each member.
- When running the Visit Remaining Report, users can now tag the services they need and generate the report without error.
- When running the Class Instructor Commissions report with a substitute instructor selected, the report returns the correct information.
- Users can now run Agreement Billing Audit Report successfully without the time-out error.

### Compete | Bookings

- When you drag and drop an appointment or overlap the existing appointment, the system will not allow the appointment to be double booked.
- The check-in button on book view is now enabled when employee security access is enabled to allow this function.

### Compete | General

- Nursery Monitor – Not Notifying if Members don't have Unlimited Childcare Service on Active Agreement Needing to Pay.
- Agreement – Quick Search, pulls up incorrect member status of "Terminate", using Rewrite Module.
- Expected value in '%' column is inconsistent with other values in billing comparison report.
- Agreement Billing Audit Report Time Out has been removed so report runs correctly.

### Empower M.E. (EME) | General

- EME Information field in the BO is not always auto populating in a new member's accounts with their Member ID.7.34 Enhancements

**Compete experienced a transformative year with a series of impactful releases and enhancements. From core functionalities to quality-of-life enhancements, we diligently updated and introduced new features, ensuring that Compete remains at the forefront of innovation. For a comprehensive overview of all the latest updates, connect with your Client Success Manager or visit [jonasfitness.com/release-notes](https://jonasfitness.com/release-notes).**

# EFT Gateway Modernization

Our EFT Gateway Modernization project was a monumental effort that spanned over a year and included approximately 1 million lines of updated code. This transformative initiative significantly broadened the accessibility for developers, facilitating quicker time-to-market for various projects. The modernized codebase enhances collaboration and enables seamless scalability by migrating the application to the cloud. This transition ensures that client billing and returns files remain unaffected by high-volume days, thanks to automatic scaling capabilities. Moreover, the strategic decision to bring third-party applications and support in-house has cultivated a sense of ownership over processes. This shift accelerates issue resolution and minimizes potential client-facing impacts, reflecting a proactive approach to maintaining operational efficiency.

# Software Integrations

Jonas Fitness develops and maintains an extensive library of API Integration Partners. We call this our Channel Partner Ecosystem. Our ability to seamlessly combine our software with an ever-expanding ecosystem of partners gives you, our customers, the flexibility to adapt to the needs of a rapidly changing marketplace and the freedom to decide which solutions work best with your business model.

Our team was committed to bringing several new partners to our ecosystem in 2023. After our teams completed the necessary development work, we were able to add four new partners, each bringing new functionalities to our customers.

## GLEANTAP

**Gleantap:** the all-in-one customer engagement platform with a built-in CRM designed to automate marketing and sales for the health and fitness industry. Effortlessly convert and retain more members with intelligent engagement through personalized messaging, precise segmentation, and AI-driven insights.

## 4GLOBAL

**4GLOBAL:** A renowned business intelligence and reporting company, 4GLOBAL aims to empower businesses with advanced insights and analytics. Instantly access strategic data, save time, and make informed decisions with ready-to-view dashboards. Their Datahub tracks millions of international data points and facilitates integration across multiple business sectors, ensuring your club operates at peak performance.



**Connect2 powered by Critical Impact:** Connect2 is the ultimate marketing and SMS solution tailored to meet the unique needs of health, wellness, and fitness facilities. Developed through a strategic partnership between Jonas Fitness Inc. and Critical Impact, Connect2 is your gateway to advancing your club with cutting-edge marketing features.



**Passport Technologies:** Your gateway to effortless access management is here. With their cutting-edge Wave Passport System, clubs can access advanced RFID technology to simplify and secure access control. Explore key tags, cards, RFID devices, readers, barriers, turnstiles, and excellent support to elevate your access experience.

Jonas Fitness' extensive library of integrations offers a variety of solutions and adds increased functionality to Compete. If you're interested in implementing any of our new integration partners to your club or would like to learn more about what solutions are available, contact your Client Success Manager or visit [jonasfitness.com/partners](https://jonasfitness.com/partners).

# Development Roadmap

We're always improving our Jonas Fitness products based on customer feedback, market trends, intended functionality, and user experience. We've regularly made minor improvements over the last year, but here's a list of the main features we've completed or are currently working on in 2023.

## STAGES OF DEVELOPMENT



### FEATURE IN DEVELOPMENT

#### Payments - Integration with WorldPay Express, triPOS

Integrating i4 with a faster payment gateway that makes Point-of-Sale a better experience.

### DEVELOPMENT STAGE



#### Integration - Passport Technologies - 24/7 Door Access

Platform integration with a hardware partner to help simplify and optimize member access, by implementing a door and gate access control process.



#### Integration - Critical Impact - Email Design & Communication

Simplify e-mail and SMS marketing by delivering dynamic newsletters, targeted marketing messages and surveys with increased effectiveness.



#### Integration - 4Global - Business Intelligence Reporting

Club Operators can now make data driven decisions and enhance their club's performance using the 4GLOBAL's 'Biz Insight' module.



#### WorldPay Express for EME, JOL, APIs, and COG

(contd. till Q1 2023) Integrating our products with a faster payment gateway that makes Point-of-Sale a better experience.



#### Integration - GleanTap - Intelligent Customer Engagement

Automate marketing and sales activities to convert more leads to members by using the GleanTap CRM integrated right into the Compete platform.





## Guest Enrollment

Ability for an individual to self enroll as a Guest in a club, with access to Empower-Me on enrollment. They can add up to 10 family members from the same form.

Planning In Dev Beta **Released**

Tags: EME JOL

## API Enhancements

**Guest Pass Validation:** Added guest pass validation to check-in alerts.

Planning In Dev Beta **Released**

Tags: Compete API

## Empower M.E. - Ability to View Member Statements

Enabling members to have access to their monthly billing statements.

Planning In Dev **Beta** Released

Tags: Compete EME

## Empower M.E. - Access to Member Barcodes

Enabling members to have easy access to their barcodes for checking-in to clubs, via the EME dashboard.

Planning In Dev **Beta** Released

Tags: EME

## API - Get Appointments

Integrators can now leverage this call to retrieve bulk Appointment Information based on Occurance Start Date. Date range limit of 31 days.

Planning **In Dev** Beta Released

Tags: Compete API

## Updating EME Login Information Dissemination for New Club Members

Updating the login information dissemination process for new members created by streamlining it and making it more secure.

Planning **In Dev** Beta Released

Tags: EME

## API Enhancement - Cancel Classes and Courses

Integrators can provide members with the ability to cancel classes and courses they are enrolled in.

**Planning** In Dev Beta Released

Tags: Compete API

## Empower M.E. - Ability to Add Barcodes to Digital Wallets

Enabling members access to their barcodes via digital wallets.

**Planning** In Dev Beta Released

Tags: EME

## Payments - Convenience Fee

Ability to allow clubs to charge a convenience fee to their members.

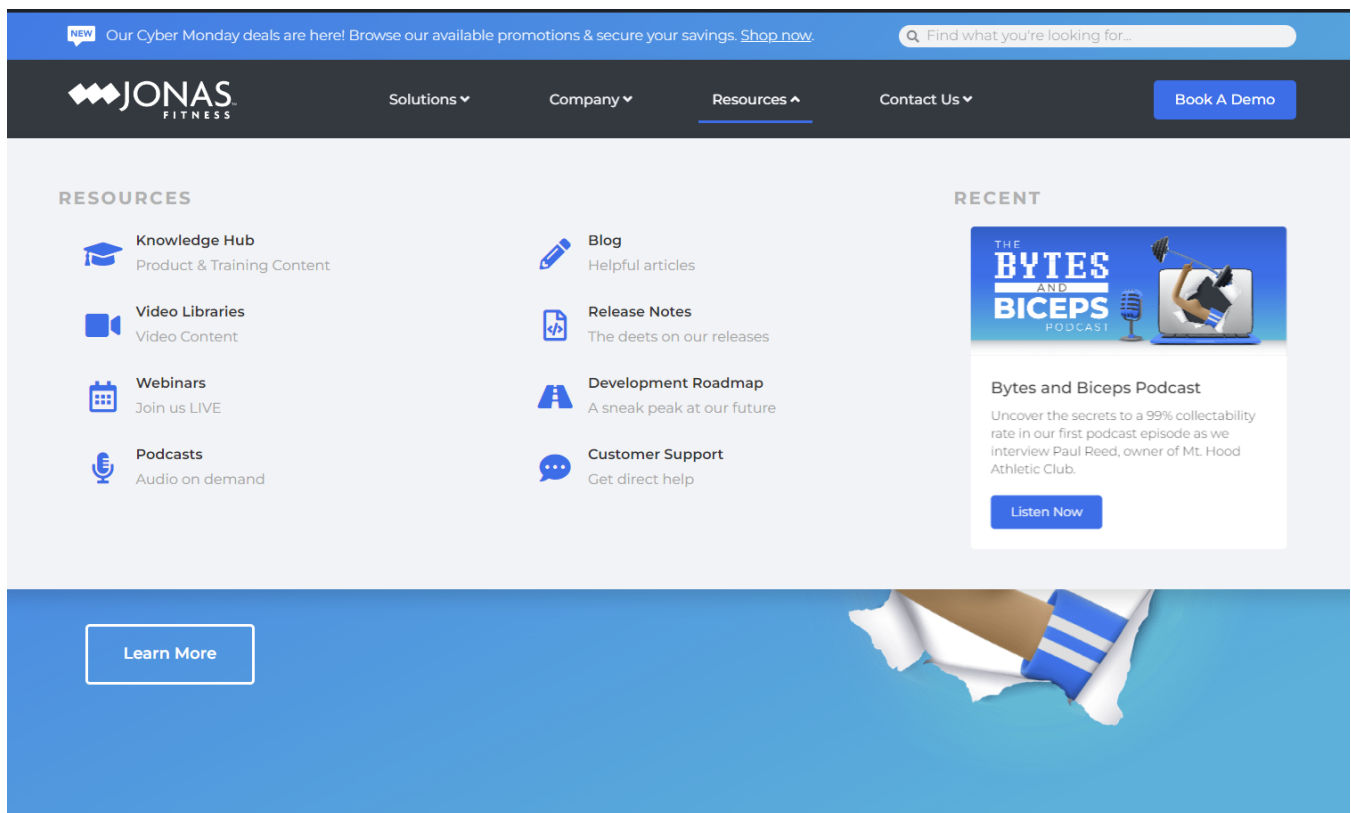
**Planning** In Dev Beta Released

Tags: Compete

Our roadmap serves as a comprehensive guide to ongoing projects, their current statuses, and a comprehensive list of successfully completed tasks. With a commitment to transparency, our roadmap is a testament to the dedication we invest in refining and expanding our offerings. Stay informed about our current initiatives and explore the milestones achieved by visiting [jonasfitness.com/roadmap](https://jonasfitness.com/roadmap). Your active engagement with our roadmap fuels our progress, and we invite you to be an integral part of our developmental process.

# New Website

Embarking on a journey of enhanced customer engagement and transparency, we proudly unveiled our new website earlier this year. With user experience in mind, our primary goal was to empower our valued customers with seamless access to a wealth of information about our endeavors. Navigating the site is designed to be intuitive, ensuring effortless exploration and discovery. With dedicated sections such as a dynamic blog, detailed software release notes, a roadmap development overview, engaging podcasts, a comprehensive video library, and a reimagined knowledge hub, we've curated a digital space where you can delve into the heart of our company's progress. This website overhaul marks a pivotal step in our ongoing mission to bridge the gap between our work, our products, and your understanding of our solutions, providing unprecedented insights and resources at your fingertips.



Visit [jonasfitness.com](https://jonasfitness.com) to view all of our additions meant to help keep you in the loop of everything we're doing to improve our products.

# Sneak Peek

Dive into the future with an exclusive sneak peek at game-changing features and revolutionary products currently in the works behind the scenes. Though still in the early stages of development, our teams have been hard at work throughout 2023, laying the groundwork for these exciting innovations. This teaser offers a glimpse into what's on the horizon, showcasing our commitment to pushing boundaries and crafting the next chapter of industry excellence. Stay tuned for updates on these groundbreaking initiatives as we continue to shape the future of Jonas Fitness.

## **IRIS** ARTIFICIAL INTELLIGENCE CHATBOT

Businesses around the globe are harnessing the power of Artificial Intelligence to streamline their operations, make better, more informed decisions, and create solutions to complex problems. At JFI, we're leveraging this technology to create IRIS AI, an interactive chatbot that can answer almost any question about our flagship product, Compete. Now, all of our customers can streamline their training and become Compete superusers with the help of artificial intelligence!

## **Join Online** by Jonas Fitness **JOIN ONLINE REVAMP**

Join Online is getting a makeover! Recognizing the evolving landscape of fitness technology, we are meticulously crafting a redesign that goes beyond aesthetics, promising a seamless and modernized user experience. The future of Join Online is not just about a new look; it's about a cohesive and intuitive interface that seamlessly integrates with your fitness facility operations. Get ready to experience the next level of user-friendly design as we redefine the Join Online experience, ensuring it aligns seamlessly with the innovation you expect from Jonas Fitness.

## **Element** BY JONAS **ELEMENT BY JONAS | CHECK-IN MODULE**

As we chart the course for the future of fitness management, Element by Jonas is a central focus for our team in the coming years. Imagine a seamlessly connected ecosystem shaping the way fitness facilities operate. In this exciting journey, we're delighted to present a sneak peek into the heartbeat of Element — its check-in module. Engineered for unparalleled speed, this module promises to revolutionize your club's check-in process, providing instant access to critical information at your fingertips. Stay tuned for more details as we embark on this thrilling adventure together, reshaping the landscape of fitness management with cutting-edge solutions.

# 2023 YEAR IN REVIEW

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## A Better Product for a Better Club

We hope you enjoyed looking back at all of the added features, enhancements, and functionalities we developed this year, as well as taking a sneak peek at some of our current projects that are in development. We have a lot of exciting things we're working towards, and this year's progress is a testament to that hard work.

Before letting you go, we want to thank you for your support and commitment to our partnership.

There's no sugarcoating it; our industry has had a rough couple of years. But, through it all, we came together and leaned on each other when it mattered most. For that, we are truly thankful.

We're determined to further strengthen our partnership and our commitment to providing you with the best possible software this year.

Warmest Regards,  
The Jonas Fitness Team



