

# ACTICARE360

Complete support package  
for your EMS business

BUSINESS  
CONSULTING

STUDIO  
OPERATION  
GUIDE

EDUCATION

TECHNICAL  
SUPPORT

MARKETING  
ASSETS

MONITORING  
SYSTEM





XBody was founded in 2010 and has been growing ever since. Today, it is one of the biggest global players on the market, delivering value and the highest quality in all aspects.

We are deeply committed to develop the market, create trends, be ahead of the curve, but at the same time offer solutions for the market's existing needs and of course to support our partners and help them grow their own businesses too.

Our extensive service and business support system includes significant distinctive aftersales features that makes XBody so unique on the market, as we comprehensively help our partners on their road to success. We have named this support system „XBody ActiCare360“ as we actively care about your success and offer a full spectrum of helpful features in the most important fields in the EMS business.

The most important milestones on the road to success -  
and the help we offer

# OPENING YOUR STUDIO



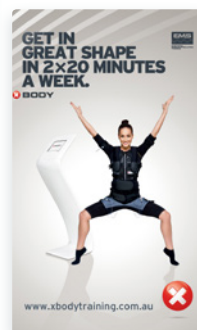
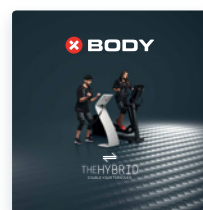
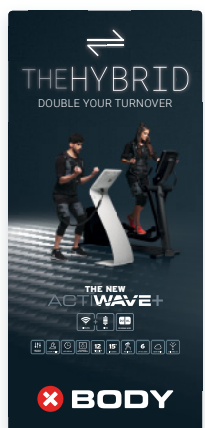
## One-on-one Business Consultation

If you are interested in opening a studio or adding EMS to your service portfolio, consult our experienced professionals in regards of the right business model, how it can be customized to your business, discuss your business plan, training options, best practices and possible return on investment.



## Studio Layout and Design Guide

Based on many years experience and the feedback of successfully operating studios all over the world, we have developed a comprehensive guide on the basic requirements, „must have“-s and „nice to have“-s in your EMS studio, optimal studio layouts, evaluation of clients, building up your service portfolio and training types.

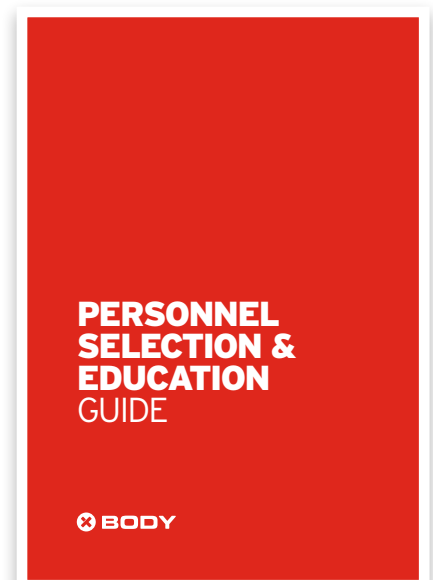


## Access to XBody's Marketing Assets

Log in to our Partner Portal and get access to hundreds of photos, logos and images you can use to decorate your studio or to create your own advertising.

## Personnel Selection and Education Guide

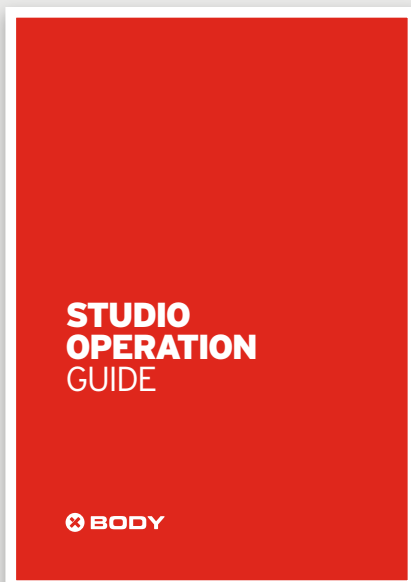
We have collected the optimal features that make a studio manager or a trainer part of the success of your studio, tips on how to choose your employees and information on our available training courses to have them educated in our EMS Trainer Institute for the maximum performance of your studio.



# GETTING CLIENTS

## „How to get my first 100 clients?“ Marketing Guide

We know how important it is to win new clients and make them returning visitors of your studio. Our guidelines on how to promote your studio, how to advertise it, what cross-promotions could be useful and case studies of the marketing activities of successfully operating studios will help you start and boost your business the most effective way.



# RUNNING YOUR STUDIO

## Studio Operation Guide

We have worked out professional operation routines for studios to provide clients with quality training experiences and to run the studio smoothly, safely, effectively and efficiently for maximum business results. The guide also provides information on how to support the very first training sessions of new clients, the process and schedule of sessions and how to win returning clients. We describe the introduction of the Group Training, how to handle the clients, and how to utilize your personnel and devices to boost your business and multiply your turnover.

## Technical Support and Service

XBody pays close attention to finding all the right service partners in each country we distribute in, and educate them on the details of our solutions to ensure they offer the same standard of high-quality service wherever you might be.

Depending on your requirements you may be served locally by our service partners, remotely by our technical support department, or directly from our headquarters. We aim to deliver our partners a streamlined service process, each request gets evaluated individually, and depending on its urgency and complexity is answered within 2 business days. When you submit a request to our support team, you will get a unique tracking number for your message so you can follow the process while it is being resolved.



# MONITORING YOUR STUDIO'S PERFORMANCE

## XBody Online - Monitoring and Controlling System

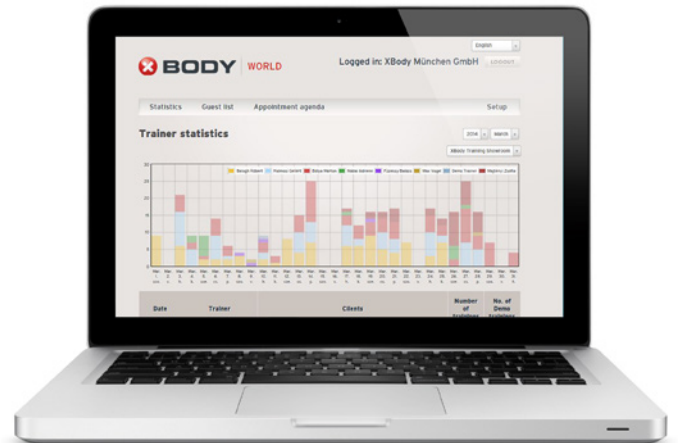
Our XBODY ONLINE is a unique software system to control and manage your EMS studio.

Stay in touch with all your studio information, comfortably from home or on the road, synchronize all your XBody devices with our system for easy data access within your studio.

Monitor the studio performance, financial data, compare the client schedule with trainer activity and device utilization to discover any irregularities and opportunities for growth.

With XBody Online you can manage studio opening and working hours, staffing schedule, online control over the devices, and you can easily automate your device's software updates.

XBody Online offers your clients the convenience of booking their training appointments online, scheduling appointments becomes more streamlined and comfort-



able for the clients, and more precise for you. Set up the trainers' working schedule, including all related financial components and ensure that your studio runs smoothly.

Your clients can use their personal access to set their personal goals, to monitor their performance and progress, and to find promotions, seasonal incentives, and gifts so you can keep them motivated, involved and loyal in the long-term.



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