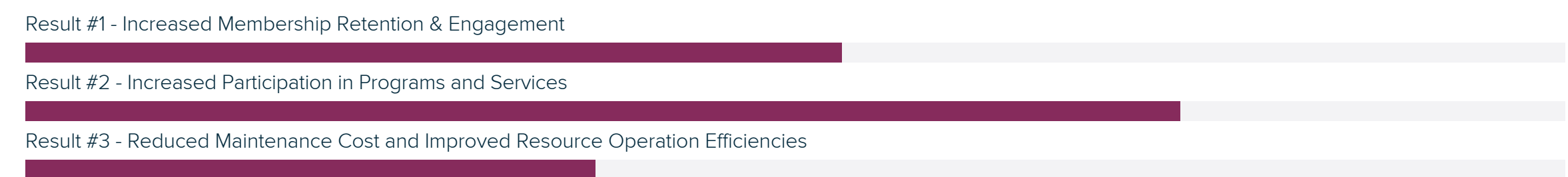


# Case Study: Increasing Membership & Ensuring Performance while Saving Lives

AFC is Improving Supply Chain Management & Staffing Structures for a Health Program Serving 9,000 Soldiers & Civilians

## The Results

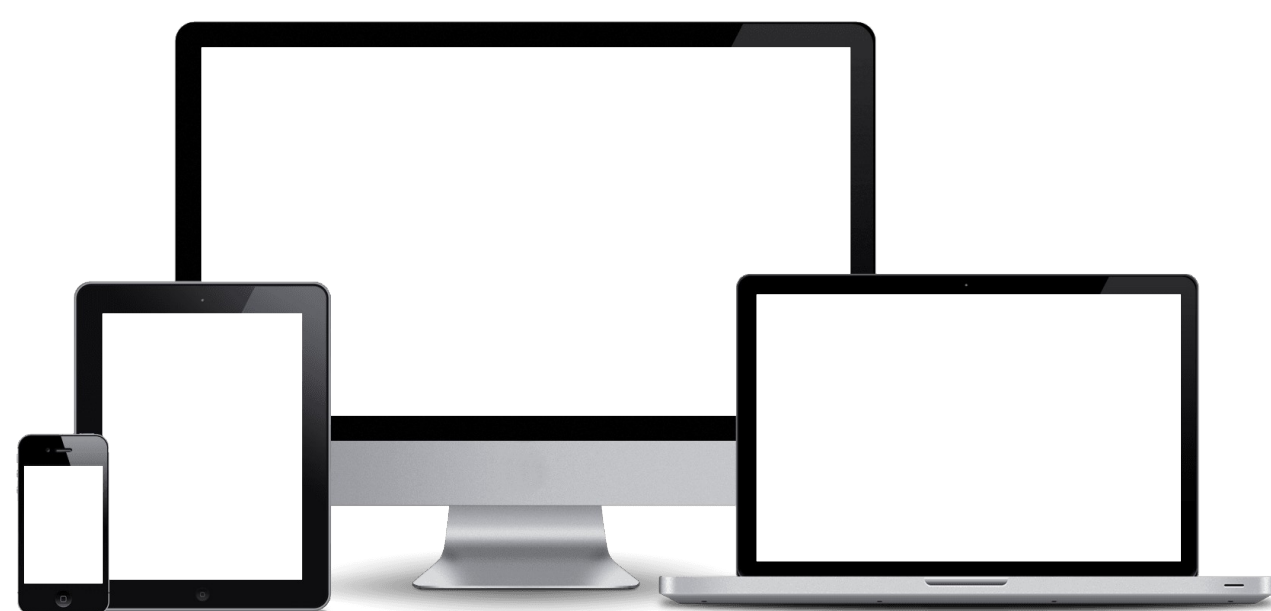
The National Geospatial Intelligence Agency reached its targets and much more...



### AWARD

#### Outstanding Achievement in the Line of Duty

The Aerobodies' Management Team received an Award for Outstanding Achievement in the Line of Duty for saving the life of a British Intelligence Officer who collapsed of a heart attack while working out at the National Geospatial Intelligence Agency Fitness Center at Springfield, Virginia in the Summer 2017.



## National Geospatial Intelligence Agency

Industry: Government  
 Location: Metropolitan Washington & St. Louis, Missouri  
 Size: 10,000+ employees

### Company Bio

NGA is a member of the United States Intelligence Community, with the primary mission of collecting, analyzing, and distributing geospatial intelligence in support of national security.

*"Aerobodies has an outstanding team of fitness professionals working here at the NGA. They go beyond measure to accommodate a demanding workforce of active duty and civilian personnel and deliver outstanding services."*

- Program Manager  
 Facility Operations & Logistics  
 National Geospatial Intelligence Agency

## The Challenge

Aerobodies needed to develop and implement a well-branded, systematic health and wellness program for three NGA business locations in multiple jurisdictions. The program would serve thousands of NGA personnel with fitness testing requirements, nutrition, and wellness offerings; a robust programming schedule; and a detailed reporting and analytics requirement. Aerobodies needed to recruit a highly-qualified and professional staff of health and fitness personnel that were well trained, experienced, and capable of interfacing with high-level government officials in a highly-secured, 24-hour access environment. The program would be a showcase for multiple government agencies with a primary goal of increasing employee participation through unique and well-developed fitness challenges and wellness offerings.

### Aerobodies Achieves Results:

Increase in Wellness Program Participation  
**300%**

Quality Assurance and Satisfaction Rating  
**98.9%**

Successful Fitness Assessments & Classes  
**7000+**

Contract Lifecycle Staff Retention  
**92%**

Year Over Year Program Growth  
**67.7%**

## The Approach

Aerobodies worked closely with NGA management officials to conduct a rigorous audit of service offerings and usage levels, member engagement, inventory maintenance, and equipment costs.

Using our Proprietary Program Management Framework, Aerobodies designed a Fitness Enterprise Resource Planning System to identify and maintain critical personnel and equipment resources to ensure a smooth-running program for all three NGA geographic fitness and wellness locations.

Finally, Aerobodies redesigned and launched several new high-touch, high-impact training programs, wellness challenges, and health service offerings that targeted specific interests and demographics of NGA employees. This provided a seamless, high-quality service experience, whether the employee worked at headquarters or a field operation location.

## The Solution

Aerobodies implemented our 15-Point Proprietary Framework for Flawless Facilities Management™ and rigorous quality control metrics to ensure each service level and component of the NGA's three health and wellness facilities. This provided a 98.9% quality service experience for each NGA fitness member in every fitness center location, no matter its size or geographic location.

Aerobodies also completely revamped the promotions and marketing system for all three NGA fitness/wellness centers, resulting in a 300% increase in employee participation for fitness and wellness challenges and participant engagement.

*"Whenever a member has a goal they want to accomplish, we always discuss how we can best accomplish this task. If we don't already have a program in place, then we customize a solution that will best help target that goal quickly and efficiently."*

- Angela V.  
 Area Manager

