

ServiceFlex

Achieve More with Flexible Services

Maximise Efficiency with Predictable, Priority-Based Consulting

Our annual **ServiceFlex** plan provides you with priority access to a range of consultancy services. With an annual upfront payment you can utilise your credits for services such as training, configuration, data management, technical support, and project management. With the ServiceFlex plan, you gain peace of mind knowing that the services you need are available on-demand, giving you priority scheduling exactly when you need it most.

Key Benefits



Cost-Effective Engagement

By purchasing credits upfront, customers secure a discount on standard daily rates. This provides a cost-effective way to plan for both immediate and future projects, making services more accessible at competitive pricing.



Flexible Credit Bundles

The credit-based system allows you to allocate credits across various services. The number of credits needed depends on the task's complexity, required skills, and project scope—covering services like technical support, data training, and system configuration.



Faster Project Delivery

Priority access ensures services can be booked with shorter lead times. Typical booking lead times are reduced to two weeks, helping operators execute their digital transformation strategies quicker.



Future-Proof Pricing

By signing up to the FlexService plan, customers can lock in current rates before any price changes, avoiding future increases and making long-term planning more cost-effective.

Get in touch to build your services package

Services Offered



Training and Onboarding

We understand that staff knowledge and skills can fluctuate, especially with new team members. Our tailored training sessions ensure team members are fully equipped to use the Gladstone system.



Data Migration and Reporting

We help manage seamless data migration processes, ensuring that valuable customer and operational data is transferred safely. Additionally, we provide custom reporting configurations to offer deeper insights into business performance.



Configuration and Optimisation

Optimise system settings, user workflows, and data configurations for maximum efficiency and accuracy, enhancing both user and customer experience.



Technical Support and Integration

Our consultants will assist in integrating Gladstone's software with third-party systems, helping improve operational efficiencies. Get expert assistance with API development and custom solutions to meet your specific requirements.

Plan Options

At Gladstone, we understand that each operator's consultancy needs are unique, which is why we offer tailored solutions.

The **ServiceFlex** annual plan streamlines your Gladstone system management with flexible consultancy, upfront payment for budget certainty, and priority access to services for timely efficiency.

While we aim to schedule services within two weeks, availability depends on resources and request complexity. Project management services are not included in fast track and follow standard lead times.

How do the Credits Work?

- **Credit Purchase:** Credits are sold in bundles and typically cover one day of effort.
- **Plan Term:** Credits must be used within 12 months of purchase. Any unused credits will expire at the end of this period.
- **Lead Time:** We aim to review service requests within two weeks. You can make a request through your Regional Sales Manager or Customer Success Manager.
- **Non-Transferable:** Credits cannot be transferred to third parties and must be used by your organisation.

Credits	Price
6	£7,800
12	£15,000
18	£21,960

FlexService plan renews automatically unless cancelled with 30 days' notice before the term ends.

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Terms and Conditions

Definitions

- Gladstone Software: Refers to Gladstone MRM Ltd, the provider of services under Service Flex.
- Customer: The entity purchasing Service Flex credits for professional services.
- Credits: Units purchased by the Customer, each representing one day of service. Credits are applicable for training, configuration, data support, technical services, and other agreed professional services provided by Gladstone Software.

Scope of Services

- Service Flex Credits can be used for any professional services offered by Gladstone, including but not limited to training, configuration, data services, technical support, and project management.
- The scope and specifics of services will be mutually agreed upon before delivery.

Credit Structure and Usage

- Credit Bundles: Credits are sold in bundles of 6, 12, or 18 credits, extra days will be sold at the pro rata value of the lower bundle.
- Validity: Credits must be used within 12 months from the purchase date. Unused credits will automatically expire and are non-refundable.
- Lead Time: Service requests must be submitted through the Customer's designated account manager. Gladstone aims to schedule services within two weeks of a valid request.
- Non-Transferability: Credits are for the sole use of the purchasing Customer and cannot be transferred to other entities.

Fees and Payment

- Payment Terms: Full payment for credits is required upon receipt of an invoice. Payment is due within 30 days.
- Currency: All payments must be made in GBP, unless otherwise agreed in writing.
- Non-Payment: In the event of non-payment, Gladstone reserves the right to suspend services until the outstanding amount is settled.

Service Availability and Scheduling

- While Gladstone will prioritise Service Flex Customers and endeavour to meet scheduling requests promptly, actual lead times are subject to resource availability and the complexity of the requested services.
- Project management time is excluded from Fast Track scheduling and may be subject to standard lead times.

Termination and Expiry

- Unused credits will expire 12 months from the purchase date. No refunds or extensions will be provided for expired credits.
- Service Flex Credits cannot be converted into cash or other forms of compensation.
- Gladstone reserves the right to amend or discontinue Service Flex terms with 30 days' notice to existing customers.

Renewal

- The service agreement will automatically renew for successive 12-month terms unless either party provides written notice of termination no less than ninety (90) days prior to the end of the current term. Any unused credits at the time of renewal will not carry forward unless explicitly agreed in writing.

Limitation of Liability

- Services will be provided with reasonable skill and care, but Gladstone does not guarantee specific outcomes or results from its services.
- Gladstone's liability is capped at the total amount paid by the Customer under the Service Flex agreement. Indirect, incidental, or consequential damages are excluded.

Governing Law

- These terms are governed by the laws of England and Wales. Any disputes will be settled exclusively in the courts of England and Wales.

General Provisions

- These terms represent the entire agreement between Gladstone Software and the Customer concerning Service Flex and supersede any prior agreements or representations.
- Any amendments to these terms must be agreed in writing by both parties.
- If any provision of these terms is found invalid or unenforceable, the remaining provisions shall remain in full force and effect.