Gladstone

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.

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

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	£7,500
12	£14,500
18	£21,500

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