

## Gladstone Consultancy Services

### Elevating leisure operations through expertise

At Gladstone, we know software alone doesn't solve every challenge. That's why we created Gladstone Consultancy Services (GCS) — practical, outcome-driven services designed to help you get more from your Gladstone system.

Whether you are onboarding, optimising, migrating to the cloud or making better use of your data, our consultants bring deep sector expertise and proven methods to deliver measurable results.

## Why Choose GCS

- **Outcome-driven.** Services focused on measurable improvements.
- **Specialist-led.** Delivered by experts in leisure operations and technology.
- **Future ready.** Backed by Jonas Software, sharing global best practice to keep your operation ahead.
- **Flexible.** Choose fixed packages or Service Flex credits for ad-hoc support.



## Services Offered

### Foundations & Onboarding

#### Onboarding Services

Structured implementation, guided by a specialist.

#### Dedicated Systems Training

Tailored sessions for your roles, modules and operational needs.

### System Optimisation & Adoption

#### Business Process Review

A strategic health check of how you use Gladstone today.

#### System Optimisation Workshop

Spot quick wins and unlock underused features.

#### Module Adoption Accelerator

Boost uptake and value of key modules.

#### Customer Experience Mapping

Align customer journeys with best practice.

### Data & Insight Services

#### Customer Insight Report

Clear, actionable insights from your real data.

#### Data Quality Report

Highlight duplicates, gaps and risks to improve integrity.

#### Reporting Essentials

Set up reporting through Gladstone Reporting or Power BI.

#### Data Clean-Up

Fix inconsistencies through expert-led data changes.

### Cloud & Payment Readiness

#### Migration Readiness Check

Assess your configuration, data and integrations.

#### Direct Debit Health Check

Maximise revenue and reduce risk.

#### Direct Debit Managed Service

Offload DD processing to reduce admin.

## Flexible Support, When You Need It

Use Service Flex credit bundles across GCS services for projects big or small. Speak to your Account Manager or email [gcs@gladstonesoftware.com](mailto:gcs@gladstonesoftware.com) or get started at <https://offers.gladstonesoftware.com/consultancy>