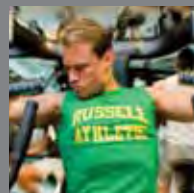
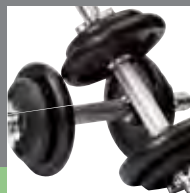


SERVICE



At Gladstone, our goal is to provide an unparalleled level of support and professional services. We believe that because we build from an extensive knowledge base and proven expertise, our services can further strengthen your operations and help you get the most out of your software.



From the moment we receive your order our Project Managers will guide you through the process from start to finish, making sure that everything gets there on time, that the system is working the way you want it on go live, and ensuring that all of your team are confident and skilled users.

As soon as your software is operational you are then looked after by our dedicated customer support teams.

Key Service Offerings

The Project Team is the group responsible for planning and executing the project to ensure a successful outcome for our customers. The team is headed up by a Project Manager who will work in close consultation with you to establish the project scope, objectives and key operational and performance indicators. Throughout the project stages, the Project Manager will call on individuals with appropriate and complementary professional, technical or specialist skills who, under their direction are responsible for carrying out the work detailed in the project plan. Our Solution Consultants will work with you to specify, build and train you and your team to make sure the system meets the needs of your business, while our Technical Engineers ensure hassle-free implementation of your software and technical hardware.

Customer Care goes beyond providing customer service, and at Gladstone ensuring that our customers are pleased with our software is simply part of our mission. If you are presented with a problem, application related or otherwise, then be assured that your call will be answered, and that the pursuit of helping you achieve operational excellence is what drives us.

To achieve this aim we:

- Provide you with an application support line
- Email case logging
- Web case management
- Full first line and high level problem solving technical support
- Monitor and track response and resolution times
- Provide you with regular updates on the status of calls

Account Relationship Management (ARM)

As part of our ongoing commitment to excellent customer care Gladstone is introducing an exciting new team of Account Relationship Managers. Their goal is to ensure that each of our valued and loyal customers are happy with our software and services, and we are meeting each of your needs.

