

Gladstone Health & Leisure Worldwide Offices



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Affiliations & Memberships



Industry Technologies



Technology Partner



ABOUT US



Gladstone Health & Leisure is the leading supplier of leisure management software in the UK and Ireland, and is endorsed by leading health and fitness professionals and enterprise technology partners.

Gladstone has been the chosen partner of Leisure Trust's, Local Authority Sports Facilities, International Chains, Universities and Independent Clubs for 30 years.

Today over thirty thousand users and two million members are benefitting from Gladstone products across the globe. This extensive market experience means we are able to give every customer access to the most advanced leisure management software available, backed up by a world class support service.

Whatever your size, choosing Gladstone as your software partner means you will benefit from a robust and scalable solution. Our software for life promise means that we are always putting the needs of our customer first, with a development process that really listens to our customers, and leverages the latest advances in technology appropriately to bring real business benefits.

Today, **Gladstone Health and Leisure** represents over 55% of the public sector leisure market, and with over 2,200 installations, every single day more transactions go through **Gladstone Health and Leisure** software than all our competitors combined.

With a single, integrated solution to manage sales & marketing, membership management, bookings & resources, payments & finance, communications, point of sale, access control & security, and management information & reports all in one place, **Gladstone Health and Leisure** continues to set new standards in leisure management software.

Gladstone Health and Leisure's software solutions include:

- **Plus2™** is a multi-site, fully integrated solution that can be linked to your other IT systems, allowing central database administration, resulting in significant total cost of ownership and operational advantages.

- **Connect™** is a way to promote your services online and offers your customers online bookings, subscriptions and payments.

Connect integrates in real time with Plus2's core membership and booking capabilities and can:

- Significantly reduce the number of inbound telephone calls to reception, freeing up skilled and valuable resources to provide face to face sales and customer services.

- Allow members to manage memberships, personal details, pay for subscriptions, view classes, make bookings for themselves and friends, amend reservations and much more through a secure service and from their own home.

- Reduce your administrative processes.

- **Kiosk™** complements Connect by providing easy-to use, fast-track, self-serve units where visitors can collect and pay for tickets purchased online and make new bookings at the touch of a button. This system encourages visitors away from busy reception areas, helping you with queue management, reducing pressure on your front of house staff.

“If you equate this to the 2,000 phone calls or face-to-face enquiries that the reception staff don't have to deal with each month, then it enables them to handle other queries in a timely fashion”

Pete Collins

Group Technical Manager at Valley Leisure in Hampshire

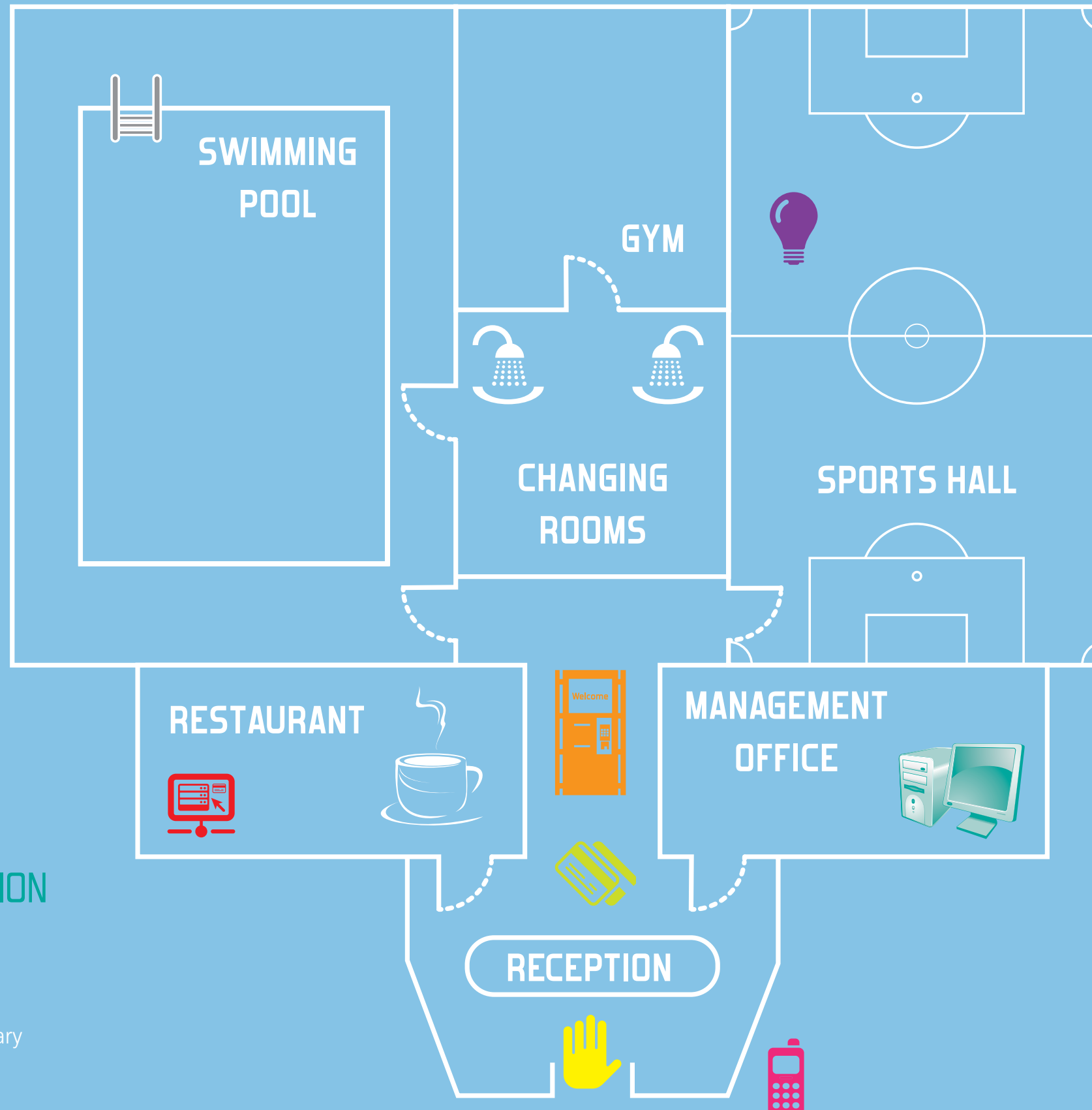
“Since we introduced Gladstone Kiosks we have seen a significant decrease of queues at reception areas and our customers love them!”

Will Tompsett

IT Manager at Mytime Active in Bromley



THE CUSTOMER JOURNEY



CONNECT

- ▶ Make and manage bookings
- ▶ Online payments
- ▶ Unpaid sales management
- ▶ Real time multi site bookings
- ▶ Online subscription management



ACCESS & SECURITY

- ▶ Entry and member flow control
- ▶ Member identification
- ▶ Account status and management



LEISURE MANAGEMENT

- ▶ Membership management
- ▶ Integrated reception, EPOS and bookings
- ▶ Resource management
- ▶ Courses, classes and activities
- ▶ Check in
- ▶ Sales



MANAGEMENT INFORMATION & REPORTING

- ▶ Easy to use data analysis
- ▶ Dashboard
- ▶ Target marketing including secondary spend analysis
- ▶ Retention management
- ▶ SMS & Text message campaigns



POCKET

- ▶ Mobile member recognition
- ▶ Remote point of sale
- ▶ Seamless upload and download of data



ENERGY

- ▶ Reduce energy bills
- ▶ Control lighting from booking sheets
- ▶ Manage booking lengths
- ▶ Link to BMS
- ▶ Link to ambient light sensors



CARD SERVICES

- ▶ Member identification
- ▶ Brand awareness
- ▶ Barcode, magnetic stripe & smart technologies
- ▶ Plastic, key fobs and tags
- ▶ Integration with kiosk & access control for fast track/controlled entry



KIOSK

- ▶ Book for now, same time next week or book for anytime
- ▶ Credit card payments with basket
- ▶ Printable Wristbands, bar-coded tickets & receipts
- ▶ Buddy bookings
- ▶ Queue management
- ▶ 24x7



SOFTWARE FOR LIFE



software for *Life*[™]

Other companies charge for major product upgrades: Gladstone Health and Leisure does not

As your dedicated business partner, Gladstone Health and Leisure make it our responsibility to ensure we provide products and services that improve your daily operations. We also recognise and appreciate the investment that our customers have made in the Plus2 product suite. This is why Gladstone Health and Leisure's Software for Life Promise means that customers on a service agreement will never again be charged for software upgrades – guaranteed.

As with any good investment, your software should continue to grow to meet the ever changing needs of your business landscape. It should remain dynamic and protected against time. Our Software for Life Maintenance Policy is our commitment to accommodating the rapidly changing business environment and reflects our continual consideration to the trends and economic realities that impact your daily operations. Through our Software For Life policy we guarantee our commitment to enhancing and developing applications that best suit the long term technology needs of our clients.

Gladstone Health and Leisure solutions are extremely powerful and, like other full-featured software suites, every user can benefit tremendously from additional education and training. As such we are certain, that our Software for Life promise, will enable you and your staff to boost performance, by utilising even more of the advanced features to be found within Plus2 software.

The primary objectives of the programme are to guarantee your technology investment and ensure that we will always support your current system and provide paths for future system migration. Under this programme any Gladstone Plus2 customer with a current maintenance contract who wishes to move to implement a newer version of the same module can do so for no additional licence fee.

Gladstone Health and Leisure is able to offer the Software for Life Promise, in part, by way of the financial stability afforded to us by our parent company, Jonas Software, which is part of Constellation Software Inc, the 2nd largest software company in Canada. Jonas Software is the world's largest leisure, fitness attractions and club enterprise software company.

