



CONTACT

HEAD OFFICE

Hithcroft Road
Wallingford
Oxfordshire
OX10 9BT
United Kingdom

t. +44 (0)1491 201010
f. +44 (0)1491 201020

GLASGOW

Pavilion 4
Glasgow Business Park
Baillieston
Glasgow
G69 6GA

t. +44 (0)141 773 5900
f. +44 (0)141 773 5925

DUBLIN

154 Hampton Square
Navan Road
Dublin 7
Ireland

t. +353 (0) 1842 4700
f. +44 (0)1491 201020

SYDNEY

Suite 904
275 Alfred Street
North Sydney
NSW2060
Australia

t. +61 (0)2 9031 9990
f. +61 (0)2 9031 9994
e. info@gladstonemrm.com.au

+44 (0)1491 201010

+44 (0)1491 201020

info@gladstonemrm.com

www.gladstonemrm.com

call

fax

email

visit



MODULES

energy

Plus2 energy monitors your booking sheets and communicates with your building management system (BMS) or electrical control panel to ensure the power is only provided when it is required.

analyser

Plus2 analyser is a powerful analysis and communications solution designed to audit, profile and segment your customer data and manage direct marketing campaigns via SMS, email, mail merge and telephone.

kiosk

Fast tracking customers through your business via a self-service kiosk improves customer experience and reduces the burden on reception points. Using kiosk, customers can book and pay for activities, pick up tickets and wristbands and purchase entry tickets.

pocket

Plus2 pocket is a mobile solution designed to manage membership validation and ePoS both inside and outside your facility. The system stores attendance and transaction details on a PDA which are seamlessly uploaded into Plus2 when the handset is docked.

connect

Allowing customers to make and pay for bookings and administer their membership on-line improves customer service and provides tangible value to the bottom line. Customers are empowered 24 hours a day, staff save time and cash flow is improved.

cards

Plus2 is compatible with all major card technologies including smart card, proximity cards, barcode, magnetic strip and key fobs.

business continuity

To ensure that you benefit from your system all the time, Plus2 can be configured to include business continuity. The membership details, product list and booking sheets are held on a local database so customers continue to be served even in the unlikely event of a network failure.

services

In addition to providing an extensive application and upgrade support package, Gladstone offers hardware maintenance, training, consultancy and managed IT and marketing services.

THIRD PARTY SYSTEMS INTEGRATION

Plus2 is at the heart of your business and to realise the full potential of your technology investments we provide links to many other key applications.

Microsoft Office // Plus2 incorporates extensive integration with Microsoft Office for the production of mail shots, reports and spreadsheets.

Gym Management // Integrate with a number of solutions including Life Fitness, Technogym and The Retention People.

Bank Validation // Get bank details right first time by integrating with Eiger Bank Wizard.

Postcode Validation // Look up postcodes with integrated QAS software.

Credit Card Authorisation // Reduce cash handling and increase security by integrating with solutions such as World Pay, Civica, Verifone or Capita.

Accounts // Pass financial data directly from Plus2 to a variety of accounting systems.

Find out more, visit our website:
www.gladstonemrm.com



INNOVATIVE
COMPREHENSIVE
INVALUABLE

CORE PRODUCT FEATURES

Plus2 provides a complete integrated solution for the management of today's diverse leisure business.

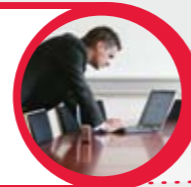
Record and analyse all communications, visits and payments throughout the members' life cycle.



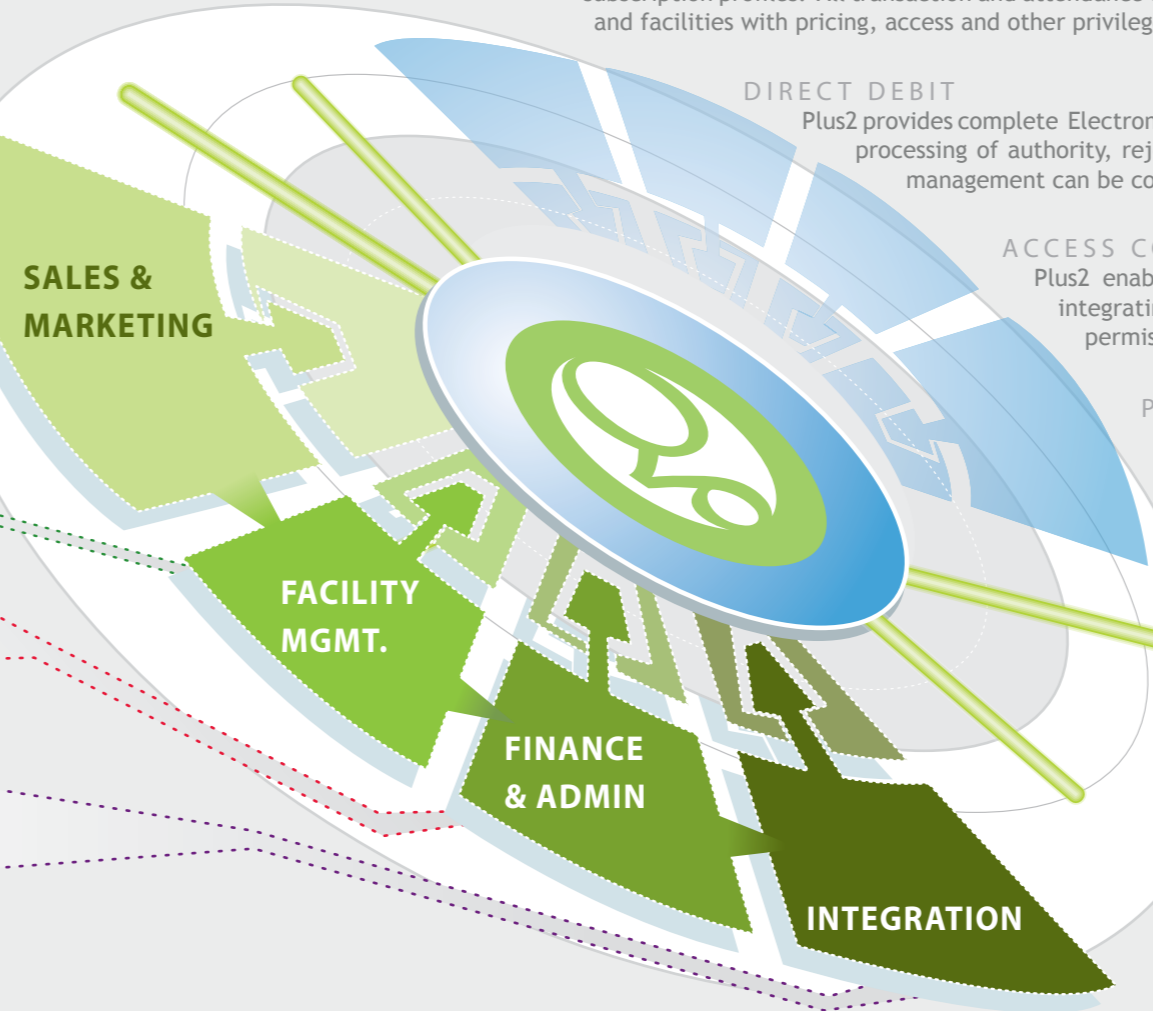
Control booking sheets, turnstiles, barriers and manage power to indoor and outdoor facilities.



Record, receipt and interrogate all reception, web, mobile and kiosk payments.



Share data with other applications, loyalty programmes and card schemes.



PROSPECTING

From the first contact with a prospective customer, Plus2 will capture and track the sales process. The system controls activity scheduling, correspondence tracking and diary management helping to increase conversion ratios and promote membership sales.

MEMBERSHIP

Plus2 provides a comprehensive membership database capturing customer details and multiple subscription profiles. All transaction and attendance details are recorded against individual members and facilities with pricing, access and other privileges determined automatically.

DIRECT DEBIT

Plus2 provides complete Electronic Funds Transfer (EFT) processing including automated processing of authority, rejections and cancellations. Direct Debit processing and management can be controlled locally or for multiple sites from head office.

ACCESS CONTROL

Plus2 enables you to balance efficiency and security by seamlessly integrating with doors and barriers to validate membership and permissions to eliminate misuse of your facilities.

POINT OF SALE

With a comprehensive and fully integrated ePoS, Plus2 ensures all transactions are reported and stored against individual members, bookings, product codes and operators. The solution also supports cashless accounting and loyalty functions to increase service and secondary spend.

STOCK

Linked directly to point of sale, stock monitors sales and provides real-time analysis of stock levels over single or multiple locations.

BOOKINGS

Bookings enables versatile facility and resource management to maximise usage and revenue of all your facilities. Bookings supports individual, block, class, course and function hire while eliminating double bookings.

REPORTING

Plus2 provides access to the most extensive database of customer and business information of any management system in the Health and Leisure market. The solution is packaged with dozens of preconfigured reports on finance, prospecting, membership, usage, bookings and stock. The system also incorporates a powerful report generator and supports a number of plug-in report and data mining tools.

Plus2 IS SCALABLE FROM A SINGLE OPERATION TO MULTIPLE SITES

POWERFUL
EXTENSIVE
INTEGRATED

CLIENT FEEDBACK

Connect was an instant success with our customers. From the first week they started booking courts and classes themselves.

As our operation grew, we needed to rethink our IT infrastructure. Gladstone solved the problem by hosting our servers and managing the whole thing.

It used to take me two days every month to sort out our DD rejections. With Plus2 I now do it in a morning. Don't tell the boss!

“ With growing competition from nearby clubs we had to move fast to raise the value for our customers. Analyser is fantastic! If we want to boost our weekly sales we can now promote an event in a few days. ”

We use Plus2 to manage all of the Council's sports centres and swimming pools from a central server which means any receptionist can book any facility for any customer.

INTRODUCING Plus2

Plus2 is a fully integrated management system designed to support all aspects of a diverse leisure operation including membership, sales, Direct Debit, bookings, access control, web access and much more.

This extensive product incorporates powerful data analysis and marketing tools to improve sales and customer experience and drive maximum value for your business. Plus2 is scalable from a single operation to multiple sites sharing a central database.

Plus2 provides integration options to share data with other business systems, such as accounts and fitness software, to leverage the full value of your technology investment.

Plus2 PRODUCT SUITE

- energy** - reduce utility costs
- analyser** - analysis and marketing
- kiosk** - self-service booking and ticket collection
- pocket** - mobile ePoS on a hand held device
- connect** - customer online service
- cards** - identity, access and loyalty

LEADERS IN LEISURE TECHNOLOGY