

GL Simple Support

GL Solutions offers various support plans to meet your agency’s needs after your new GL Suite system solution is implemented. We do offer traditional industry-standard support plans like those offered by other vendors, but we have not found this to be the best support model for satisfying government agency needs. Software systems are an evolutionary process—offices continually change, new regulations are handed down by the legislature, business processes are modified, enhancements are added—and traditional support plans were not designed to facilitate such regular change.

In contrast, our distinctive support plan, GL Simple, intentionally support growth and evolving objectives. GL Simple is a simple solution that includes dedicated support, expert guidance, all future software changes and enhancements, and hosting for one fixed monthly rate.

Rather than stir up conflict over matters of money, as industry-standard support plans so often do, GL Simple cultivates partnership and an ongoing relationship. It enables us to help our clients flourish and achieve all their goals.

“[GL Simple] opened up all kinds of avenues for us to do all kinds of services for the people.”

-Steve Irwin, MS, Health Occupations Credentialing,
Kansas Dept. of Health and Environment

“GL Simple has helped us become more focused on where we’d like to end up.”

-Jennifer Burgin, Database Coordinator, Arkansas
State Board of Pharmacy

A Flat-Fee Solution

GL Simple is easy to understand, predictable, and sensitive to your budget. One fixed, monthly fee covers the cost of software changes, hosting, upgrades, technical support, best practices advice, and strategic guidance.

Your GL Simple monthly fee is based on the number of system users at your agency. There are no other costs. You pay a single fee each month for access to everything GL Solutions and GL Suite have to offer.

Free Software Changes

GL Simple gives you peace-of-mind that we will always be there to help you meet your needs at no extra cost. Changes and enhancements to your software—and all the expert guidance and support you need—are included in the monthly fee.

“In this last year it’s been an evolutionary jump for the Board.”

-Mark Levy, DBA & LAN Administrator,
Oregon Medical Board

Free Hosting

Use GL Suite software on your servers or allow us to host your system at our data center at no additional charge. GL Simple support includes housing your software application and database on our reliable, continually monitored servers. We guarantee system security and availability, so you can be confident that GL Suite is online and ready whenever you are—24 hours a day, 7 days a week, 365 days a year. Our servers are kept in a highly secure data center with state-of-the-art features and authorized-only access to the hardware and software.

GL Simple Pricing

GL Simple provides everything your agency needs at a fixed monthly cost that stays the same even as your needs change. GL Simple support is available in three tiers: *Standard*, *Professional*, and *Enterprise*. Within each tier, the fee is based on the number of agency users with access to the GL Suite software.

If you plan to make relatively few changes and maintain a steady course, the *Standard* plan is probably for you. If you want to improve methodically at a moderate pace, choose *Professional*. If you have lofty goals to lower your operating costs, improve your operations, make things easier for members, or enhance public safety, *Enterprise* will give you everything you need. Your selected tier only affects the number of tasks (single items, such as a new report) and projects (a combination of tasks that require project management, such as building a new renewal website) available to your agency each year.

GL Solutions offers living solutions—solutions that adapt to your developing needs. Your agency is alive and growing; your regulatory software should be too.