

PROFESSIONAL SERVICES

GembaTrack Professional Services Price Catalog

Transparent planning rates for rollout, setup, training, workflow mapping, and time studies

Effective: July 15, 2026	Currency: USD
Version: 1.0	Status: Public planning reference

How to use this catalog

GembaTrack subscriptions and professional services are priced separately. The subscription pays for app access. Professional services pay for optional hands-on setup, facilitation, analysis, training, and rollout support.

Quote formula: First-year procurement total = recurring seat subscription + one rollout bundle OR its included a-la-carte services + specialist services not included in the bundle + approved travel and applicable taxes.

A quote will never charge both a rollout bundle and the company setup, user setup, or training work already included in that bundle. Every quote will identify the unit, quantity, included scope, exclusions, and any approved travel or change order.

- Use rollout packages for predictable launch planning.
- Use a-la-carte services when the deliverable count is already known.
- Add specialist VSM or time-study work only when the signed scope names it.
- Use the live Pricing page for the recurring seat subscription.

Rollout packages

Participant count suggests a likely planning band. The final quote is driven by actual deliverables, departments/sites, data condition, training cohorts, and specialist work. A quote may sit between bands when that is the honest scope.

Package	Participants	Range	Typical scope
Self-guided	Any team size	\$0	Product guides and templates; no live configuration, facilitation, or training services.
Launch Assist	1-10 training participants	\$1,000-\$2,500	Kickoff and rollout plan at the lower end; guided company setup, one clean user batch, and one department/module training session at the upper end.
Team Rollout	11-25 training participants	\$4,000-\$7,500	Company foundation, clean user setup, two to three live training sessions, manager preparation, and one workflow configuration or approved-map digitization.
Operations Rollout	26-75 training participants	\$8,000-\$15,000	Multi-department configuration, champion preparation, clean-data support, phased training, launch coordination, and defined hypercare.
Company Rollout	76+ training participants	\$15,000-\$30,000	Multi-department or multi-site design, train-the-trainer support, migration planning, phased launch, governance handoff, and a defined adoption period.

What moves a rollout quote within the range

Launch Assist: How much setup the customer completes, roster quality, workflow readiness, and whether live training is included.

Team Rollout: Department count, workflow complexity, training cohorts, data cleanup, and revision needs.

Operations Rollout: Departments or sites, modules, training cohorts, migration readiness, launch phases, and support period. Specialist VSM and time-study work is separate unless named.

Company Rollout: Site count, rollout waves, module count, legacy-data condition, training plan, governance needs, and onsite work. Specialist services are separate unless named.

Setup and data readiness

Each line item states the quote unit and the boundary. Final scope is confirmed before work is scheduled.

SET-01 Qualification call

No charge | 30-minute call

Includes	Confirm fit, define quote inputs, identify the likely rollout path, and list the information needed for a firm quote.
Excludes	Configuration, process analysis, deliverable creation, or a written implementation plan.

SET-02 Company foundation setup

\$1,250 fixed | One company

Includes	Company profile and defaults, one division or site, up to two departments, a basic role/access template, and one administrator handoff.
Excludes	User records, custom permissions, data remediation, integrations, or additional departments and sites.

SET-03 Additional department setup

\$400 each | One department

Includes	Department structure, ownership, module-ready defaults, and a readiness review.
Excludes	Department-specific process design, user setup, or training.

SET-04 Additional division or site setup

\$750 each | One division or site

Includes	Division/site structure, department alignment, ownership context, and readiness review.
Excludes	Cross-site process redesign, user setup, migration, or onsite travel.

SET-05 Clean user-roster setup

\$250 base + \$20 per user; \$500 minimum | One validated roster batch

Includes	Import preparation, department and role mapping, invitation readiness, and validation against the supplied roster.
Excludes	Subscription seats, missing-data research, duplicate cleanup, identity recovery, or HR-record remediation.

SET-06 Data cleanup or additional configuration

\$175 per hour; four-hour minimum | Approved work block

Includes	The work named in a written not-to-exceed estimate, with progress and remaining-budget visibility.
Excludes	Unapproved scope expansion, third-party fees, custom software development, or integrations.

Training and adoption

Each line item states the quote unit and the boundary. Final scope is confirmed before work is scheduled.

TRN-01 Department/module training

\$650 per session | One department + one module + one 90-minute remote cohort, up to 12 participants

Includes	Light preparation, live walkthrough, guided practice, questions, and concise follow-up notes.
Excludes	A second department, a second module, repeated cohorts, custom SOP creation, or extensive process redesign.

TRN-02 Repeat training cohort

\$400 per session | One additional 90-minute cohort using the same approved content

Includes	Live delivery and questions for up to 12 participants within 30 days of the original session.
Excludes	Major content changes, a different department/module, or new workflow design.

TRN-03 Half-day remote working workshop

\$1,500 | Up to four remote hours and 15 participants

Includes	Tailored agenda, guided working session, decisions and action notes, and one follow-up review.
Excludes	Formal VSM deliverables, onsite travel, or more than one major workflow.

TRN-04 Full-day onsite training

\$2,800 plus approved travel | One onsite day, up to 15 participants

Includes	Tailored agenda, live training, floor-side coaching, questions, and a handoff summary.
Excludes	Travel time and expenses, specialist study deliverables, or a second day.

Flowcharts and value-stream mapping

Each line item states the quote unit and the boundary. Final scope is confirmed before work is scheduled.

MAP-01 Approved flowchart digitization

From \$1,250 per workflow | One customer-approved workflow, up to 25 steps

Includes	Digital flowchart, basic ownership labels, one review meeting, and one revision round.
Excludes	Process discovery, current/future-state facilitation, missing-data research, or more than 25 steps.

MAP-02 Facilitated remote current-state VSM

From \$2,500 per value stream | One value stream and one remote workshop, up to eight participants

Includes	Scoping, facilitated current-state mapping, waste and delay summary, digital map, and one review round.
Excludes	Future-state design, onsite observation, time standards, implementation ownership, or additional value streams.

MAP-03 Onsite current- and future-state VSM

\$4,500-\$7,500 per value stream plus approved travel | One scoped value stream

Includes	Preparation, onsite workshop, current and future maps, prioritized improvement actions, readout, and one revision round.
Excludes	Multi-site scope, detailed time studies, Kaizen implementation, or ongoing project management.

MAP-04 End-to-end VSM engagement

\$8,000-\$12,000 plus approved travel | One multi-day value-stream engagement

Includes	Discovery, observation, current and future maps, action roadmap, leadership readout, and an agreed follow-up review.
Excludes	Additional sites or value streams, implementation labor, custom integration, or extended program management.

Time studies and work measurement

Each line item states the quote unit and the boundary. Final scope is confirmed before work is scheduled.

TMS-01 Customer-recorded time-study analysis

\$1,500-\$2,500 per operation | One named operation with an agreed recording and sample plan

Includes	Element breakdown, observed-time analysis, assumptions, findings worksheet, and one review meeting.
Excludes	Onsite observation, a certified labor standard, ergonomic or safety certification, wage decisions, or additional products and shifts.

TMS-02 Onsite time-study engagement

\$2,500-\$4,500 per work cell plus approved travel | One work cell, one shift, and an agreed operation/sample plan

Includes	Preparation, direct observation, element timing, documented assumptions, analysis, findings readout, and one review round.
Excludes	Additional shifts or product families, formal ergonomic/safety certification, compensation policy, implementation labor, or follow-up verification.

TMS-03 Follow-up verification study

\$1,000-\$2,000 per work cell | One previously studied work cell and agreed comparison window

Includes	Repeat observation, before/after comparison, assumption check, and concise findings update.
Excludes	A new process design, expanded sample plan, additional shifts, or implementation ownership.

Example professional-services quotes

These examples demonstrate the arithmetic and the no-double-counting rule. They are not binding quotes and do not include the recurring seat subscription, taxes, or approved travel.

Small guided launch

10 users, up to two departments, clean roster, one department/module training session

Line item	Qty	Unit	Total
Launch Assist bundle	1	\$2,500	\$2,500
Professional services total			\$2,500

Uses the upper end of Launch Assist because guided setup and live training are included. Subscription seats are added separately.

Team rollout with one approved flowchart

25 users, three departments, three training sessions, one customer-approved workflow

Line item	Qty	Unit	Total
Company foundation setup	1	\$1,250	\$1,250
Additional department setup	1	\$400	\$400
Clean user-roster setup	1	\$750	\$750
Department/module training	3	\$650	\$1,950
Approved flowchart digitization	1	\$1,250	\$1,250
Professional services total			\$5,600

The \$5,600 itemized scope sits inside the Team Rollout planning band. The quote should present either this itemization or a bundle, not both. Subscription seats are separate.

Operations rollout with specialist studies

50 users across multiple departments, phased training, one remote current-state VSM, and one onsite time-study work cell

Line item	Qty	Unit	Total
Operations Rollout bundle	1	\$10,000	\$10,000
Facilitated remote current-state VSM	1	\$2,500	\$2,500
Onsite time-study engagement - planning midpoint	1	\$3,500	\$3,500
Professional services total			\$16,000

The VSM and time study are specialist add-ons and are not hidden inside the rollout bundle. Approved travel, taxes, and subscription seats are separate.

Standard quote terms

Final authority: This catalog is a planning reference. The signed quote or statement of work controls the final scope, price, schedule, acceptance criteria, and payment terms.

- Prices are in USD. Applicable taxes are excluded.
- Quotes are valid for 30 calendar days unless the quote says otherwise.
- Delivery is remote-first. Onsite work and travel require written approval before booking.
- Approved travel expenses are passed through at actual cost with no markup. Travel time is \$100 per hour, capped at \$800 per travel day.
- Projects under \$10,000 use a recommended 50% scheduling deposit and 50% delivery payment. Larger engagements use written milestones.
- One revision round is included when a map, report, or findings worksheet is listed. Additional revisions use a fixed change order or the \$175 hourly rate.
- The customer provides a decision owner, timely access, clean roster/source data, subject-matter experts, participant availability, and site safety requirements.
- Time-study quotes name the operation, work cell, shift, product family, observation method, and agreed sample plan before work starts.
- Customer recording, privacy, labor, safety, and employee-notice requirements remain the customer's responsibility.
- Professional services do not guarantee savings, ROI, compliance, certification, a labor standard, or a compensation outcome. The signed quote or statement of work controls.

Information required for a firm quote

- Paid app seats and selected subscription plan
- People who will participate in rollout or training
- Departments, divisions, sites, and modules in scope
- Number and condition of user/data import files
- Workflows, value streams, maps, operations, shifts, and product families in scope
- Remote versus onsite delivery and expected travel
- Training cohorts, participant count, language, and scheduling window
- Required deliverables, revision rounds, acceptance owner, and target go-live date

Acceptance checkpoint

Unless the signed quote says otherwise, the customer has five business days after delivery to identify a documented scope defect. A requested expansion, additional revision, new cohort, new workflow, new site, or new sample plan is a change order rather than a correction.