THE MACK STANDARD

THE SERVICES COLLECTION / 2026

Less chaos.
More control.

Practical fixes, tailored operating systems and ongoing support for the work that matters.

FIX / BUILD / MANAGE



RADIANCE A. MACK / FOUNDER & CEO

A DIFFERENT WAY TO RUN THE WORK

Good businesses deserve better follow-through.

01

FIX

The tasks slowing everyone down.

02

BUILD

A system people can actually use.

03

MANAGE

Support that keeps the work moving.

Start where the friction is.

Four clear ways to work with TMS. The scope grows with the need—not before.

01

FIX ONE THING

One sharply defined operational fix.

$495

02

FIX THE WORKFLOW

Redesign one important business process.

$2,500

03

BUILD MY COMMAND CENTER

Connect priorities, ownership, decisions and reporting.

$7,500+

04

KEEP THINGS RUNNING

Maintain and improve existing systems.

$495/mo

Small projects. Meaningful relief.

You do not need a company-wide rebuild to fix one recurring problem.

DEFINED SCOPE / USEFUL HANDOFF

THE STARTER COLLECTION

01 **TMS Quick Fix**

One tracker, form, checklist or handoff.

$495

02 **Operations Checkup**

Focused review with a prioritized action plan.

$750

03 **Lead & Client Follow-Up**

Capture, assign, remind and report.

$1,750

ONE CLEAR PLACE FOR INCOMING WORK

A lead should never get lost between inboxes.

FROM $1,750

01 / CAPTURE

Inquiry

One intake location

02 / ASSIGN

Owner

A name on the next step

03 / FOLLOW UP

Next move

Reminders and templates

04 / SEE

Visibility

Know what is still pending

WORKFLOW RESET / $2,500

Make the work easier to repeat.

A documented process is not enough. Your team needs something it can actually follow.

BEFORE

- × Unclear handoffs
- × Repeated questions
- × Missed next steps
- × Too much checking

AFTER

- ✓ Named owners
- ✓ Defined handoffs
- ✓ Visible status
- ✓ One review rhythm

Technology that earns its place.

Two ways to reduce manual work or give leadership a useful view—without building technology for its own sake.

01 / BUILT FOR THE REAL WORK

AI & Automation Setup

Implement and test one agreed workflow in compatible tools.

Trigger & rule · Exception handling · Testing & handoff

$2,750

02 / BUILT FOR THE REAL WORK

Executive Visibility Dashboard

A clear view of responsibilities, deadlines and agreed KPIs.

Priority view · Owner & deadline tracking · Leadership review

$3,500

TMS COMMAND CENTER

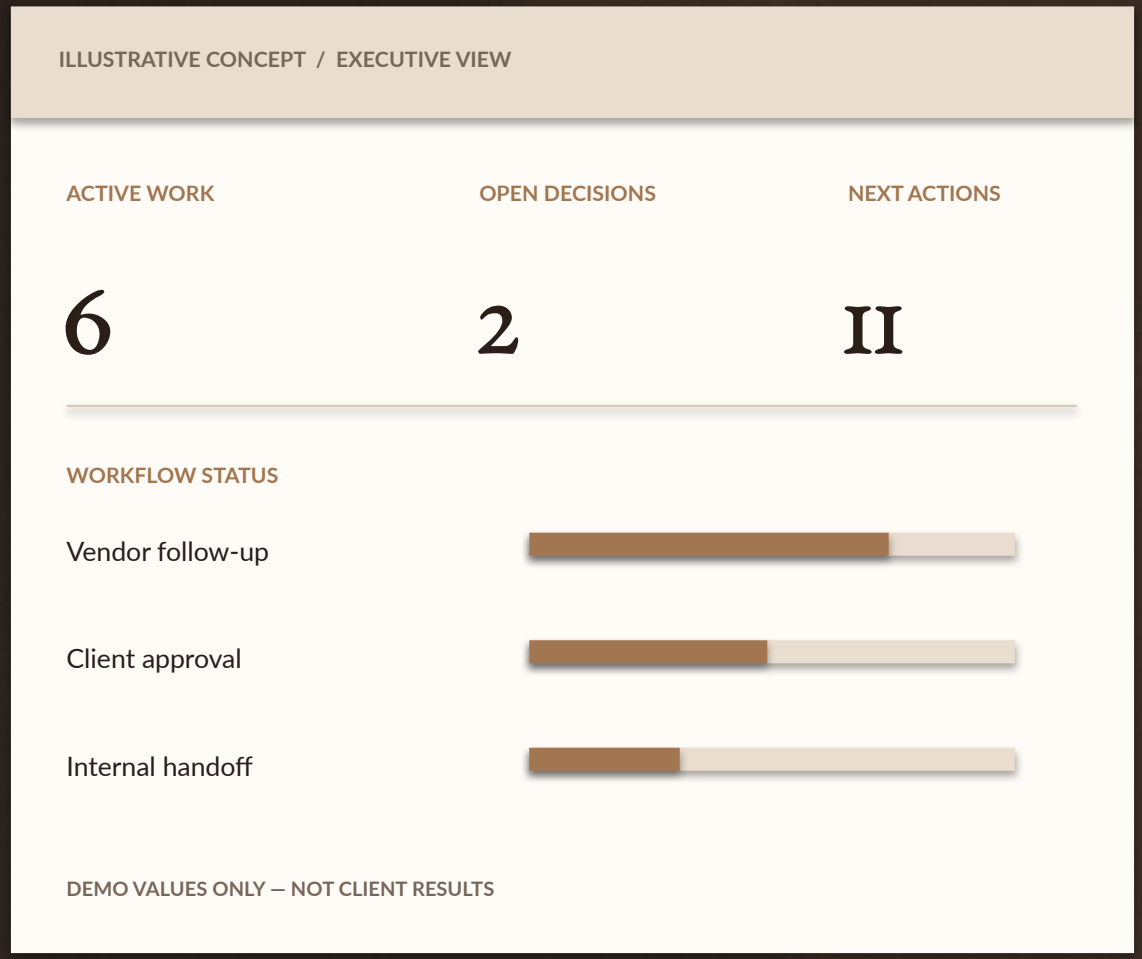
One place to see what matters.

Signals → decisions → owners → actions.

A tailored operational workspace that connects defined workflows, accountability, reporting and decisions.

IMPLEMENTATIONS FROM

$7,500+



Designed to work.
Built to be used.

We build around one agreed operating problem—not a list of impressive features.

01

DISCOVER

Select the workflows and outcome.

02

DESIGN

Agree on owners and decisions.

03

BUILD + TEST

Configure, test and correct.

04

ADOPT

Train the team and confirm completion.

SOFTWARE SUBSCRIPTIONS, COMPLEX INTEGRATIONS AND MATERIAL CUSTOM FEATURES ARE QUOTED SEPARATELY.

Keep the momentum. Not the busywork.

01 / MAINTAIN

TMS Care

$495 /month

2 HOURS PER MONTH

- ✓ Routine checks
- ✓ Minor corrections
- ✓ Monthly summary

02 / IMPROVE

TMS Optimize

$950 /month

4 HOURS PER MONTH

- ✓ Defined improvements
- ✓ Ongoing support
- ✓ Monthly performance review

03 / PARTNER

Operations Partner

$1,950 /month

8 HOURS PER MONTH

- ✓ Workflow oversight
- ✓ Reporting support
- ✓ Leadership check-ins

FOR EXISTING IMPLEMENTATIONS. DEFINED ALLOWANCES; NO UNLIMITED CUSTOMIZATION.

FRACTIONAL OPERATIONS LEADERSHIP

The leadership to get it done.

For companies that need a senior operating partner without immediately hiring a full-time executive.

$5,000–$8,000

PER MONTH / APPROX. 20–32 HOURS

TYPICAL LEADERSHIP RESPONSIBILITIES

01 Operating priorities

02 Cross-team accountability

03 Executive reporting

04 Escalation and decisions

05 Implementation oversight

Different industries.
A familiar need for clarity.

01

HOSPITALITY

Inquiries, approvals, and property-level handoffs.

02

PROFESSIONAL SERVICES

Client intake, project stages and document requests.

03

GROWING BRANDS

Vendor coordination, exceptions and owner reporting.

04

HIGHER EDUCATION

Program tracking, administrative workflows and decisions.

THE MACK STANDARD / THE OFFERINGS

The right scope.
A clear starting price.

TMS Quick Fix	$495
Operations Checkup	$750
Lead & Client Follow-Up	$1,750
Workflow Reset	$2,500
AI & Automation Setup	$2,750
Executive Visibility Dashboard	$3,500
TMS Command Center	$7,500+
Fractional Operations Leadership	$5,000–$8,000/mo

PROJECT SCOPES AND THIRD-PARTY COSTS ARE AGREED BEFORE ENGAGEMENT.

Clarity before complexity.

Every engagement starts with a concrete deliverable, agreed boundaries, and a clear definition of complete.

01

DISCUSS

Identify the problem and useful outcome.

02

SCOPE

Agree on deliverables, cost and timing.

03

DELIVER

Build, improve and test the agreed solution.

04

HAND OFF

Train, document and confirm completion.

CLEAR DEPOSITS / DEFINED CHANGE REQUESTS / SEPARATE ONGOING SUPPORT



THE MACK STANDARD

Let’s make the work work better.

Tell us which part of the business is taking too much time. We’ll recommend the smallest useful place to begin.

LET’S TALK ABOUT YOUR BUSINESS →

INFO@THEMACKSTANDARD.COM

THEMACKSTANDARD.COM/SERVICES/