



Transforming your workspace management

Workspace and Customer Management System

INFORMATION GUIDE



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CLARITY CORE: Workspace and Customer Management System

A powerful solution to streamline the management of combined office spaces, laboratory units and workshop premises, automate operational processes and optimise communications with existing and potential customers.

CLARITY CORE is widely used by laboratory, workshop and office space providers, science, research and innovation-led companies, flexible office and managed workspace providers and event venues.

CLARITY CORE is modular in design and customisable, which makes it perfectly scalable to any organisation's requirements and budget.

CLARITY CORE helps overcome challenges associated with the management of larger multi-sited/multi-tenanted premises in areas such as: occupancy management, space use optimisation, general and admin workload balancing, accurate billing and performance reporting.

CLARITY CORE top benefits

- EMPOWERED **LEAD MANAGEMENT**
- MAXIMISED **USE OF WORKSPACE**
- INCREASED **WORK EFFICIENCY**
- ENHANCED **COLLABORATION**
- OPTIMISED **RECORD KEEPING**
- GREATER **EMPLOYEE SATISFACTION**
- SECURE **DATA STORAGE**
- IMPROVED **CUSTOMER EXPERIENCE**
- ACCURATE **INVOICING AND REPORTING**

• END TO END SOLUTION

focused on industry specific operational processes with single and multi-facility support

• CLOUD BASED

and accessible through a PC based desktop client and Web client portal

• INDUSTRY ACCEPTED

proven and trusted by more than 250 UK workspace providers

• CUSTOM TAILORED

including bespoke dashboards, multi-user capability, project sharing, data access and editing permissions; all set up to the requirements of the individual site and its various departments

• COMPETITIVE PRICING

scalable to any organisation's budget

• SYSTEMS INTEGRATION

enables connection of third-party systems into **CLARITY CORE**, starting from leads importing through to accounting and payment systems, point-of-sale machines, call loggers and meter reading. The whole list of resources can be checked out online.





Core Module Top Features



SALES PIPELINE MANAGEMENT

Enables enterprises to on-board new clients, turn leads into sales and forecast easier. The system maps the sales cycle from initial lead enquiry to successful customer conversion, coupled with the support of real-time availability over the customer journey. Starting from capturing of initial enquiries, arranging viewings, generating proposals and finalising contracts to invoicing.



OCCUPANCY AND CONTRACT MANAGEMENT

Workspace occupancy allows contract recording with various parameters relating to room size and different charging rates. The system assists with automated creation and processing of agreements, associated services to managing contract renewals, billing, sales reporting and search facilities. The system can be configured with contract document templates specific to the individual business with a variety of contract type.



AUTOMATED INVOICE GENERATION

Covers all invoicing needs with ability to import charging files from 3rd party systems. The system produces accurate invoice details and automatically calculate the amount to be invoiced. Includes a wide variety of itemisation and calculation algorithms including Landlord quarter days, annual daily rates and composite line configurations.



TASK MANAGEMENT

Task Management allows easy individual or group based assignment, with workflow scheduling and full historical auditing. It is easy to plan campaigns, assign and monitor tasks, manage deadlines, setup reminders and notifications, and track your progress.



E-SIGNATURE CAPABILITIES FOR CLIENT ONBOARDING AND ROOM BOOKINGS

The system users can configure their licence agreements to include e-signature fields for specified client/partner signatories. All contract types can now be emailed from the system straight to the clients'/partner's inbox. Compliant with UK & EU law including eIDAS regulations.



CUSTOMER INTERACTION MANAGEMENT

Stores all current and former customer records, from contact details to entire sales history, interactions and services provided over time. The system assists you with monitoring and predicting customer behaviour by recording enquiries, quotations, phone calls, emails, visits and reported issues all in one place.



MEETING, CONFERENCE AND EVENT SUPPORT

With room booking creation and recording of associated services and other available resources. Bookings may be configured for hourly, daily and attendee rates and any agreed discounts for customers will be automatically applied. Special rates can be agreed by users with elevated permissions.



SALES FINANCIAL MANAGEMENT

Debtors and Credit Control, Statements and reminder letters. The system enables credit control by viewing outstanding transactions on the customer's account along with the date of the last payment received. The system can also be configured to export sales transactions to 3rd party accounting packages (inc. Sage, Xero, Agresso, etc).



BUSINESS REPORTING

Detailed business reporting and analysis with statistics on prospects and customers. Generate office and meeting room occupancy reports, sales reports for various service utilisation. Forecast your occupancy and revenue.



BILLING FOR METER CHARGES

Once fixed rates and service meter readings have been recorded in the system, Clarity Core will automatically calculate all relevant charges for your clients and include them within their monthly invoices.

Specialised Add-On Modules

CLARITY | SIGNS



DIGITAL BOOKING AND SIGNAGE

Integrated with touch-screen digital displays to simplify the booking process & to give an informative digital experience; ideal for premises with shared amenities

CLARITY | PARCELS



PARCEL MANAGEMENT

Parcel Mobile App and Optical Character Recognition technology for an enterprise-wide management of incoming parcels

CLARITY | PORTAL



CUSTOMER PORTAL

A point of interaction with your customers, and providing them with an opportunity to access shared information and use convenient self-service features

CLARITY | VISITOR



VISITOR MANAGEMENT AND TOUCH-LESS ACCESS CONTROL

Simplifies visitor management and provides a touch-free access solution with recording of visitors, staff and contractors



DIRECT DEBITS

The module enables business to operate an automated payment request system, allows direct debit collection, transaction recording and payment allocation



FACILITY MAINTENANCE

Designed to optimise preventive and corrective maintenance work, allowing customers to report any facilities faults or change requirements

ASSET MANAGEMENT AND INVENTORY CONTROL



The module combines asset tracking, inventory management and resource deployment

Starting from the Core module which is operational on its own, the system can be extended further into a fully-comprehensive management system by including its specialised add-on modules. Clarity Visitor, Clarity Signs & Clarity Parcels can be purchased independently or as add-on modules.





Top benefits

CLARITY SIGNS is our integrated touch-screen digital display solution, designed to simplify the booking process & to give an informative digital experience. It is ideal for premises with shared amenities such as boardrooms, conference suites or meeting rooms, lounges, conversation pods or individual work stations.

NEW E-SIGN FEATURE: Do you struggle with last minute meeting room cancellations or unused bookings? The new e-sign feature has also been designed to safeguard your room bookings against the risk of last-minute cancellation. Add e-sign to your booking confirmation terms and give that extra 'official' stamp to those bookings, avoid empty rooms and the potential for lost revenue!

Packages:

- High resolution 10 Inch Android multi-touch screen display
- Power options: Power-over-Ethernet or Mains Power. Data options: LAN or Wi-Fi
- Excellent pricing: Low cost monthly software subscription plans, great value for money

- **DISPLAYED AVAILABILITY**
with information related to current and imminent meetings such as meeting room name and status
- **GREATER USER EXPERIENCE**
and useful information to your staff, customers and guests

- **EASIER AND FASTER BOOKING**
and quick rescheduling for your staff and guests
- **CUSTOM INFO ON RECEPTION SCREEN**
and fields including client listings, latest news and announcements, all displayed alongside your room booking diary

Options for strategic positioning

IN RECEPTION AND TRANSIT AREAS

CLARITY SIGNS can be permanently installed in reception and transit areas to display overall availability of the meeting rooms, client listings, news, events pages and other content.

DIRECTLY AT MEETING ROOM DOORS

CLARITY SIGNS can be installed at meeting room doors in shared office space premises and conferencing facilities, helping employees plan meetings and events as well as assisting customers looking for available space.

CLARITY SIGNS offer several options for mounting including Wall-mount, Floor-standing, Counter-Top, Desk option or Flexible stalks.



Parcel Management



Our parcel mobile app provides an enterprise-wide management solution for your incoming parcels and letters from arrival to your premises, through to owner tracking and collection. It is all done in the blink of eye, giving you time to work on the things that really matter.

Parcel Management Features

- **PARCEL MANAGEMENT**

Efficient management, overview and auditing of incoming parcels and letters, including unallocated and uncollected packages.

- **FAST LABEL SCANNING**

Using the latest Optical Character Recognition (OCR) technology and name matching algorithm our Android App allows parcels to be scanned, recorded and allocated to a client in seconds.

- **INSTANT NOTIFICATION**

Automated notification service and scheduling of recurring reminders. There are no more manual emails, the parcels owners are notified instantly.

- **SELF - COLLECTION RECORDING**

With the self-service tablet app it is even easier for owners to locate their parcels and digitally sign for their collections.

Top benefits

- **INCREASED WORK EFFICIENCY**

Reduced time spent processing received post and chasing collections with clients. Parcels are scanned and the receivers notified in seconds.

- **ENHANCED TRACEABILITY**

More reliable process of auditing and digital record keeping of received goods.

- **CONVENIENCE OF SELF - COLLECTION**

The parcel collection process is smooth and efficient, more positive client experience and improved service levels.

- **GREATER EMPLOYEE SATISFACTION**

Increased job satisfaction and productivity by giving staff more time to work on the things that matter.

- **REDUCED COST OF HANDLING DELIVERIES**

Less company resources spent on dealing with incoming parcels.

- **INCREASED PACKAGE ACCEPTANCE CAPABILITY**

Companies may allow employee's personal deliveries, offering better work-life balance.



Saving your employees time each day!

Customer Portal

The Customer Portal is designed for booking and/or selling services online and as an interaction point between you, the provider, and your clients. The Portal allows businesses within a larger venue to self-manage their profiles, book meeting space, record visits, log service requests and report faults, access price plans and other shared information.



- CHECK AVAILABILITY AND BOOK MEETING SPACES
- LOG SITE VISITS
- LOG SERVICE REQUESTS
- PROMOTE YOUR ENTERPRISE AND CUSTOMERS
- SHARE AND ACCESS DOCUMENTATION
- BUILD COMMUNITY

Top benefits

- **ENHANCED COMMUNICATIONS**
Enhanced communication and collaboration with customers across functions and contractors.
- **FASTER RESOLUTION OF ISSUES**
Reduced internal email traffic and faster resolution of maintenance issues. Customers can raise and track their support tickets.
- **IMPROVED VISIBILITY AND SERVICE LEVELS**
Improved enterprise visibility and access to real-time information, faster booking and access to services.
- **GREATER USER EXPERIENCE**
More positive overall experience for your staff and customers improving retention levels.

Customer Portal Features



HOME PAGE

Displays summary information widgets including upcoming bookings, finance and shared documents.



FINANCE

Provides a read-only historical view of all invoices and credit notes raised on the customer's account.



CENTRE NEWS FEED

Provides a banner of news and events. Helping to quickly bring information to the attention of your customers.



VISITOR MANAGEMENT

Includes Gatehouse Management and reception signage allows customers to self-manage visitor appointments.



COLLABORATION

Collaboration and private messaging allows customers to interact with each other over potential joint projects and ideas.



BOOKINGS

Provides diary and listing views of room availability, with the ability to book new and manage existing bookings.



DOCUMENTS

Allows document sharing with customers including Booking terms & conditions, floor plans, health & safety, etc.



MAINTENANCE AND FAULT REPORTING

Allows customers to report facilities faults or change requirements.



E-JOURNALS

Electronic journal library can be shared with your customers, providing technical white papers and journals for consideration.

NEW EXTERNAL BOOKINGS & PAYMENT PORTAL

Are you keen to offer your bookable space to a wider audience? CLARITY CORE has extended its Customer Portal by introducing a new online booking facility to engage with those external prospects and opportunities! Our portal allows your real-time room availability to be displayed, and through connection to your CLARITY CORE system, provide your rates and complementary services, making it easy to search, book and pay for your space.



Visitor Management and contactless sign-in for visitors, staff, vendors & contractors

Enhanced to feature contactless QR code technology, CLARITY VISITOR allows for the seamless booking of visitors, including instant arrival notifications, staff sign-in and safety roll call, all in one system. With full audit capabilities, it is the perfect solution to streamline your on-site procedures.

• VISITOR MANAGEMENT

An enterprise-wide visitor management, overview, analysis, auditing and fire safety evacuation lists.

• PRE-REGISTRATION

A dedicated portal to allow businesses within a larger venue to self-manage their appointments.

• TOUCH-FREE SIGN-IN AND SIGN-OUT

Visitors self-sign themselves as arriving at site using their own mobile devices and our integrated digital displays with a QR code reader.

• INSTANT ARRIVAL NOTIFICATION

Automated email notifications to inform the meeting host of visitors arrival at the site.

• GATEHOUSE CONTROL

Gatehouse management of visitors for sites with one or two tier security arrival processes.

Top benefits:

• STANDARDISED PROCEDURE

Standardised visitor and employee access management procedure across sites and campuses, including gatehouse management of visitors for security stations where needed. Standardisation can minimise the chances that crucial details will be overlooked.notification.

• ENHANCED SECURITY AND TRACEABILITY

Emergency lists make it easier to communicate with all visitors, alert them and arrange for their safety in case of emergency. Integrating smart tablets with 4G sim cards provides access to real-time list of visitors for self-verify roll calls at all times.

• FASTER SIGN-IN AND SIGN-OUT PROCESS

Reduced time spent on visitor management coupled with guest pre-registering and immediate visitor's host notification.

• CENTRALISED SELF-SERVICE SOLUTION

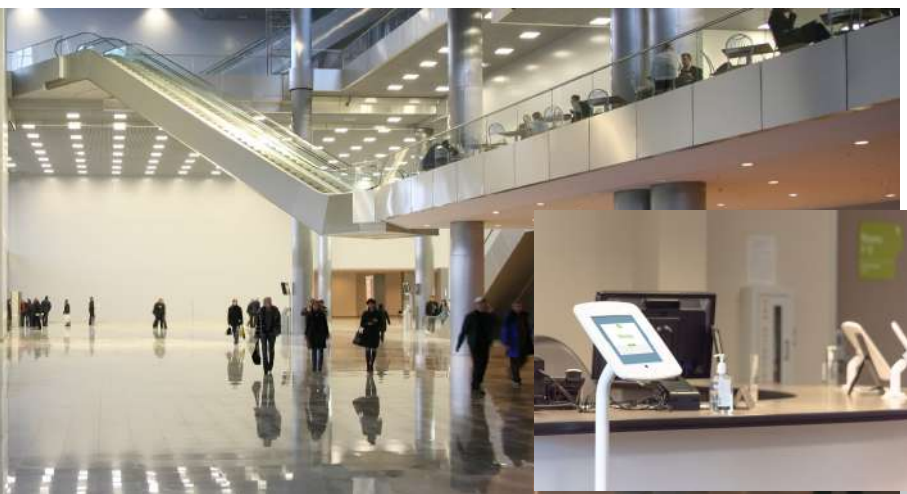
Enabled management of own appointments for all businesses located within premises. Help reduce operational costs and the time spent contacting customer service. Clients can use this feature to not only book visits, but also to find all the information associated with past visits.

• MINIMISED CONTACT AT CHECKING-IN

No-touch sign-in and sign-out digital screens to help break the transmission of coronavirus in line with the government guidance.

• VISITOR PRIVACY COMPLIANCE

Visitor information is managed in accordance with data protection guidelines, with all sensitive data automatically removed, relieving the administrative burden associated with managing personal information.



**Enhance your security and visitor tracking,
reserve your free consultation!**



Mobile Apps

CLARITY Manager App

Our amazing addition to allow your teams to connect to your CLARITY CORE system whilst on the go, providing access to information that would normally only be accessed via the desktop!

Below are just a few of the features your team can expect to find on our cross-platform app:

- Overview of all space, including vacant offices and meeting spaces, including room & space details;
- Quickly add new prospects;
- Access customer information;
- Create new reservations;
- Overview & management of onsite visitors & staff;
- Safety roll call register.

CLARITY Client App

Our Client App will provide features to help your clients best manage their flexible office and space requirements. Offered as an extension of our CLARITY Customer Portal.

Below are just a few of the features your team can expect to find on our cross-platform app:

- Detailed overview of vacant office and meeting room spaces;
- Real-time account information, statements, licence agreements, invoices;
- Create new booking reservations, modify and include additional services;
- Desk Booking features;
- Centre resources and information.



Connect to your CLARITY CORE system whilst on the go!

Direct Debits

Our Direct Debits Module is designed to automate the request for collection of recurring payments for the regular invoices generated for customers within CLARITY CORE.

Direct Debits Features

- **DIRECT DEBIT MANAGEMENT**

It is easy to set up new, schedule direct debits for customers and cancel them when no longer required. It allows you to see a history of all submissions and payments, in conjunction with the Core module.

- **PROCESSING PAYMENT REQUESTS**

One click creation of the Direct Debit collection files for processing. The format of submission files can be configured according to your bank's requirements (such as 'Faster Payments').

- **SUBMISSION RECORDING & RECEIPT ALLOCATION**

The Direct Debit module allows receipts to be posted for batches of payment requests submitted to clients' banks. Payment receipts can be allocated against the bills it relates to.

- **REPORTING CAPABILITIES**

The Direct Debit module's reporting capabilities allow you to produce straightforward and easy to read standard reports.



Top benefits

- **FACILITATED TRANSACTIONS**

Facilitating direct debit transactions between your customers and your business.

- **TIMELY PAYMENT**

Direct Debit enables your business to get paid on time on the scheduled date (weekly, monthly, quarterly).

- **IMPROVED BUSINESS ACCOUNTING**

It offers a client accounting system giving you an accurate picture of individual balances in real time.

- **ACCURACY & REDUCED TIME-CONSUMING**

Your business will benefit by automating processes, reduce the chances of human error and time spent on follow-ups.

- **PREDICTABLE CASH FLOW**

A clearer view of your regular income, you know exactly when you'll get paid and will be able to predict your cash flow for better planning and forecasting.

- **CUSTOMER CONVENIENCE**

Customers will benefit from knowing when the direct debit will be due, so they are more likely to have the adequate funds in their account.

Saving your employees time each day!





Facility Maintenance

Our Facilities Maintenance module is designed to optimise and streamline the processes involved in handling and progressing preventive and corrective maintenance requests within your buildings, from scheduling planned works to regular recurring tests, we can tailor Facilities Maintenance to suit your needs. Coupled with the CLARITY Customer Portal provide your clients with the ability to report faults or change requests within your buildings, whether that be within their own offices or in general shared areas.

Top Features:

- Dashboard View
- Add service requests
- Schedule works
- Plan recurring tests
- Full audit and record keeping



Asset Management and Inventory Control

Our Asset Management module is designed to assist CLARITY CORE users with asset recording and monitoring across clients and locations. Covering a range of assets from specialised equipment, signage, furniture, key fobs, AV tech to any equipment hired for meetings in conference rooms.

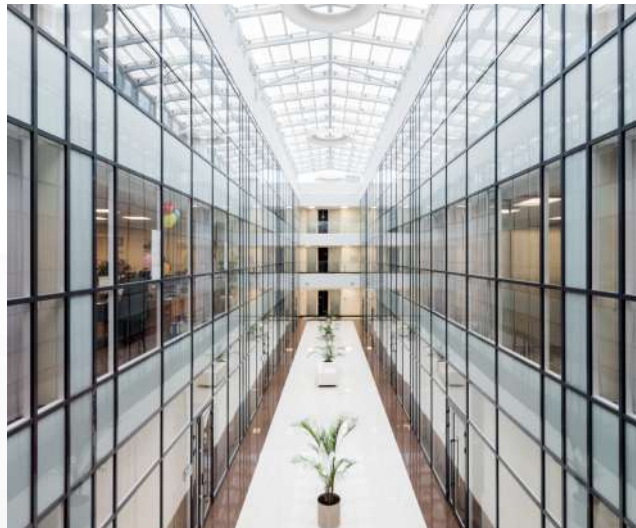
Top Features:

• Asset Inventory

Each asset can be recorded on the system with its related information including make, model, serial number, description and exact location. All customisable to your requirements. packages.

• Asset Check-in and Check-out

Assets can be allocated to clients, occupancy records or events. Indicating whether an asset is available for use, who is using it or who used it last.



CLARITY CORE users

CLARITY CORE is designed to be incorporated into a wide range of workspace management scenarios. It is widely used by laboratory, workshop and office space providers, science, research and innovation-led companies, flexible office, managed workspace providers and event venues.

Client's Testimonials



"CLARITY enables us to effectively manage our growing number of centres from managing our prospects through to providing data ensuring we are on top of our building maintenance. The RA Information Systems' team are all a pleasure to deal with and the support team are quick and responsive. I wouldn't hesitate to recommend them to anyone."

Caroline Hyde, Allia Ltd



"We use both the CLARITY management system and the RA Telecom service. Both services are excellent for running an Innovation Centre. The helpdesk for both services is efficient and professional. We would certainly recommend the product and service."

Miranda Edwards, St. John's Innovation Centre



"The integrated nature of the CLARITY modules has meant that we are able to quickly progress clients and tie the details in with our accounting system. The CLARITY team are keen to listen to feedback and implement upgrades or new methods, meaning that it continues to evolve and improve. I recommend CLARITY to any company looking to streamline their business systems and simplify communications."

James Keeling, Stevenage Bioscience Catalyst



"We have used CLARITY to manage the Science Park's leases, licences and meeting room bookings, recently moving to their cloud based service - the flexibility and easy use combined with excellent helpdesk support have continued to make RA Information Systems' CLARITY the ideal solution for us."

Julie Marvin, Bristol & Bath Science Park



"Clarity Core has helped us to streamline and automate our workspace management processes and maximise the use of our space; we now have greater visibility of our clients' activities across our three buildings, from lead processing, contract generation and renewals, all is fully configured with our contract templates, recurring charges and client accounts, making it much easier for us to manage, all at a glance and all on the one screen! As Clarity Core is cloud based the whole team is able to access the software from anywhere which has helped us maximise efficiency and make the best use of our time."

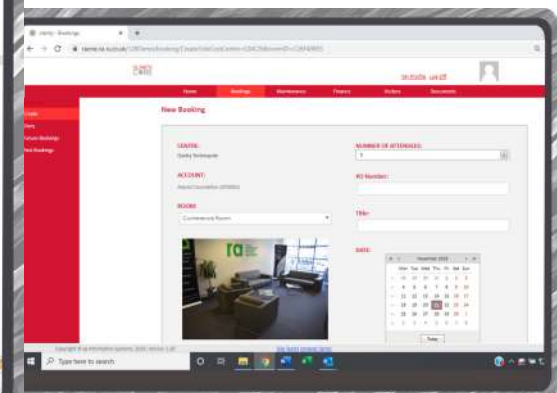
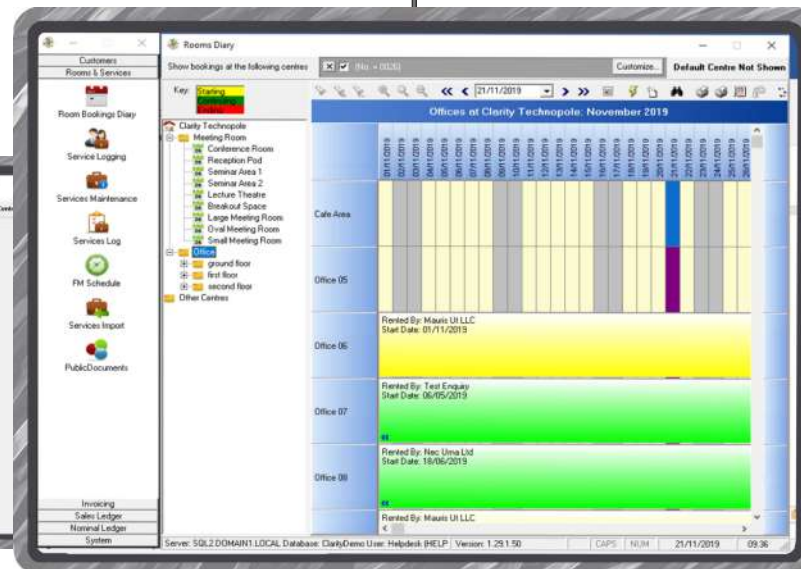
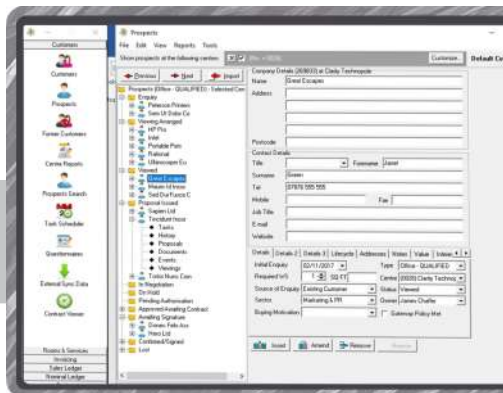
**Helen Mc Grath, Head of Operations NovaUCD
Research and Innovation**

System Interface

CLARITY CORE has a user-friendly, easy to navigate, intuitive interface. Icons and colour codes are used to indicate function and priority allowing users to navigate around the system easier. Searching and reporting is a simple and straightforward process. Data can be sorted in ascending and descending order and filters can be applied. Reports can be exported into Microsoft and other suites and can be used with other applications.

System Management

The entire **CLARITY CORE** suite is set up to the requirements of the individual site and its various departments. Everything is custom tailored, from embedding your company brand and customising bespoke layouts, dashboards, reports through to documentation. Different levels of data access and editing permission can be set according to the user's role.



Ongoing Support and Training

CLARITY CORE has been developed by **RA Information Systems**, an IT company with knowledge and extensive expertise in installing, implementing and tailoring software products to specific requirements and integrating with existing corporate systems.

CLARITY CORE application and platform support is provided by our own internal team of engineers based in Chesterfield (UK). Our support desk operates between 8am and 6pm Monday to Friday, and available via phone or e-mail.

With **CLARITY CORE** being a bespoke package, training is delivered by our team. Our training, tailored to your specific needs, offers an ideal opportunity to introduce new users to the system and to refresh your existing user's knowledge of the chosen **CLARITY CORE** modules. We can offer remote or face-to-face sessions, one-to-one or sessions for multiple participants. Client Specific Training can be held at our Chesterfield offices or client's site. Bespoke online/virtual classroom solutions are available in all shapes and sizes to meet your organisation unique objectives and budget.

System Implementation and Data Hosting

CLARTY CORE is housed on our dedicated hosted servers and you will be provided with your own systems area within these servers. With the aid of CLARITY information templates, we can configure and implement your system simply and quickly. Data migration can also be achieved via our custom-built data migration tool which allows pre-existing data to be acquired from any accessible data source e.g. Excel spreadsheet, Access database, SQL database etc. User-definable elements of the system will be set up during implementation.

All data is hosted, stored and backed-up within the UK only. Our platform is based on industry standard solutions from Cisco, Microsoft and Citrix and hosted from a modern data-centre in Sheffield. The data-centre provides physical and environmental security, with the servers only accessible by RA Information Systems staff. All SQL databases are incrementally backed-up each night, and all server data is backed-up to an off-site 'warehouse' independent of the hosted environment supplier. Our support teams have full control over the servers 24 hours a day allowing them to address any performance issues immediately.

Industry Memberships & Partnerships

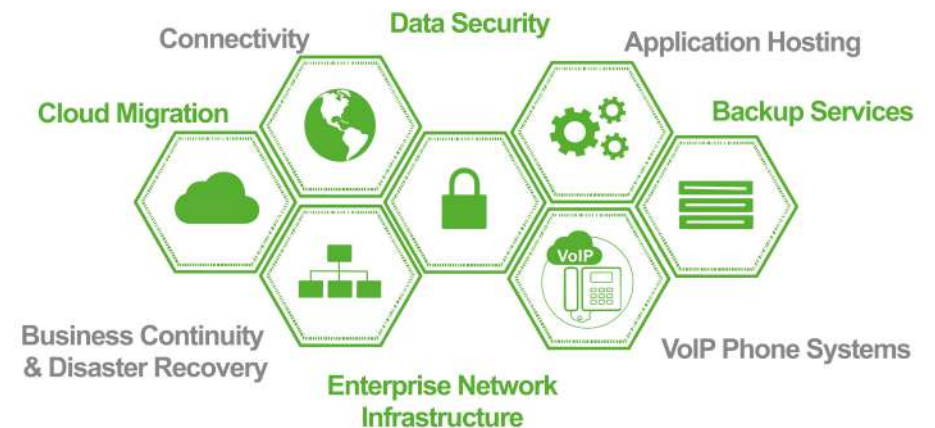


Silver
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You may also be interested in

Managed IT services, Shared Internet and VoIP telephone systems for your premises

Coupled with our reliable software solution, we also offer a variety of comprehensive packages which include services such as IT infrastructure, private networks, shared internet, high-capacity, fast and secure connections between sites, VoIP telephony, data security and on-going support to workspace providers. We pride ourselves on understanding the industry and customers requirements.



www.ra-is.co.uk