






# CLARITY CORE

Transforming your workspace management

- The CLARITY System and Core Module 
- Digital Booking and Signage 
- Parcel Management 
- Customer Portal 
- Visitor Management and Digital Sign-In 



# CLARITY CORE

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.

## Why use **CLARITY CORE**?

- EMPOWERED **LEAD MANAGEMENT**
- MAXIMISED **USE OF WORKSPACE**
- INCREASED **WORK EFFICIENCY**
- ENHANCED **COLLABORATION**
- OPTIMISED **RECORD KEEPING**
- VISIBILITY ON **KEY BUSINESS METRICS**
- SECURE **DATA STORAGE**
- IMPROVED **CUSTOMER EXPERIENCE**
- ACCURATE **INVOICING AND REPORTING**

## Workspace and Customer Management System

- End to end solution focused on industry specific operational processes
- Competitive pricing, scalable to any organisation's budget
- Industry accepted, proven and trusted by more than 250 UK workspace providers
- Cloud based and accessible through a PC based desktop client and Web client portal



**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.

**Optimising** use of your workspace



*"We have used CLARITY to manage the Science Park's leases, licences and meeting room bookings, the flexibility and easy use have continued to make RA Information Systems' CLARITY the ideal solution for us."*

**Stevenage Bioscience Catalyst**

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

## Core Features

The **Core module** offers optimisation of numerous workspace and customer management processes.



**SALES PIPELINE MANAGEMENT** enables enterprises to on-board new clients, turn leads into sales, track and forecast easier.



**CUSTOMER INTERACTION MANAGEMENT**  
Customer interaction and data management in one place.



**OCCUPANCY AND CONTRACT MANAGEMENT** allows contract recording with various parameters related to room size and different charging rates.



**MEETING, CONFERENCE AND EVENT SUPPORT** with room booking creation and recording of associated services and other available resources.



**AUTOMATED INVOICE GENERATION** covers all invoicing needs with ability to import charging files from 3rd party systems.



**SALES FINANCIAL MANAGEMENT**  
Debtors and Credit Control, Statements and reminder letters. Export of sales transactions to 3rd party accounting packages.



**TASK MANAGEMENT** allowing easy individual or group based assignment, with workflow scheduling and full historical auditing.



**BUSINESS REPORTING** and analysis with statistics on prospects and customers. Forecasts of occupancy and revenue.



**CLIENT SURVEYS** and research on the occupants and service users.



**METER READINGS** from utilities meters, automate calculation of relevant charges.

**Additional modules** are also available to assist you with your digital signage, parcel management, portal integration, visitor management and digital sign-in, facilities maintenance, direct debit payments and asset management.



# CLARITY | SIGNS

## Meeting room, co-working, shared office space digital booking and signage

**CLARITY SIGNS** is our integrated touch-screen digital display solution, designed to simplify the booking process and visually communicate availability.

**CLARITY SIGNS** is ideal for premises with shared amenities such as boardrooms, conference suites or meeting rooms, lounges, conversation pods or individual work stations.

### 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**



### Why use **CLARITY SIGNS**?

- **DISPLAYED AVAILABILITY**  
with information related to current and imminent meetings such as meeting room name and status.
- **EASIER AND FASTER BOOKING**  
and quick rescheduling for your staff and guests.
- **GREATER USER EXPERIENCE**  
and useful information to your staff, customers and guests.
- **VISUALLY DISPLAYED BRAND IMAGE**  
Efficient and consistent display of brand and professional image across all the screens.

*Helping you to serve your clients better*

## Options for strategic positioning

### IN RECEPTION AND TRANSIT AREAS

Customisable **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 eye-catching content, tailored to requirements.



### 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.



### CLARITY SIGNS AND MEETING BOOTH BOOKING

Do you have co-working spaces that could be made bookable? **CLARITY SIGNS** work very well with mobile office pods and acoustic booths, as can be seen here with our NOOK pod collaboration, one of the existing options. Mobile acoustic pods offer an alternative space to meeting rooms for customers within corporate offices, coworking spaces, education based environments and event arenas. Our digital signage simplifies booking and helps maximise potential revenue whilst providing a greater user experience.



*"The difference between ordinary and extraordinary is that little extra."  
Jimmy Johnson*



# CLARITY | PARCELS

## Parcel Management

Designed to simplify management of incoming parcels and letters, from receipt through to owner tracking and collection. Installed on a dedicated mobile device, our app can be used solely by an individual in charge of the receipt of parcels, enabling your staff to work with ease and confidence and for your clients to receive their post promptly.

### Why use Parcel Management?

- **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**  
Decreased 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 employee time each day*



## Parcel Management Features

- **PARCEL MANAGEMENT**

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

- **FAST LABEL SCANNING**

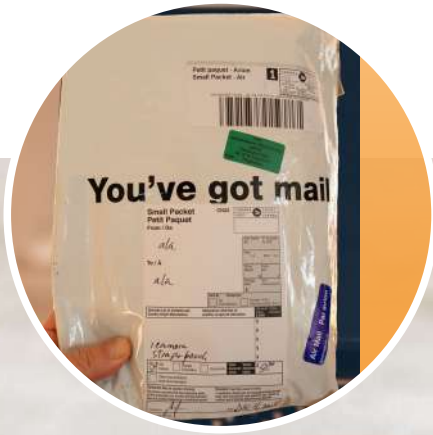
Using the latest Optical Character Recognition (OCR) technology and name matching algorithm our Android App allows parcels to be scanned, recorded and allocated to a client in seconds.

- **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.





# CLARITY | PORTAL

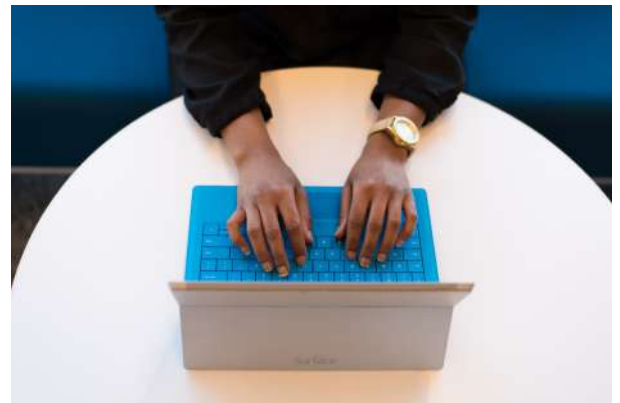
## Customer Portal

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

## Why use Customer Portal?

- **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.

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.



- **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.

**Improving your customer interactions**





*“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.”*

**Stevenage Bioscience Catalyst**

## 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.



### TELECOM ANALYTICS

The portal can also provide access to customers call charges and itemised billing for RA Telecom users and allows site staff to integrate these into Clarity to automate the importing of call charges for billing purposes (For more info visit [www.ra-telecom.co.uk](http://www.ra-telecom.co.uk)).



# CLARITY | VISITOR

## Visitor management and touchless access control

Designed to simplify management, provide a touch-free sign-in solution for access and flow control of visitors, employees, vendors and contractors within multi-use premises.

- PRE-REGISTRATION
- TOUCH-FREE SIGN-IN AND SIGN-OUT
- INSTANT ARRIVAL NOTIFICATION
- GATEHOUSE CONTROL
- TRACK & TRACE CAPABILITY

## Visitor Management Features

### • PRE-REGISTRATION PORTAL

Easy and quick, pre-registration portal allows businesses within a larger venue to create visitor bookings and self-manage appointments of who is attending a visit and when.

### • VISITOR E-TICKET NOTIFICATION

Once a visit has been authorised, a confirmation email is sent directly to the visitor, including a summary of the visit and a personal e-Ticket with a secure one-time QR code to sign-in.

### • EMPLOYEE/STAFF DIGITAL SIGN-IN-OUT

To enable the auditing and touch-less sign-in of employee's or contractor's arrivals a feature with "Resident" QR access code can be implemented for any contact within each customer.

### • VISIT AUTHORISATION

This feature feeds visits from the customer portal in an unauthorised state, which will require a manual authorisation of the visit. This process allows users to upload/link documents to the visitor details.

### • CONTACTLESS SIGN-IN WITH A QR CODE SCAN

Upon arrival the visitor should present their e-Ticket; once the QR code has been read, the visitor will be provided with an acknowledgement and the host will be immediately notified.

### • TOUCHLESS CHECK-IN FOR UNEXPECTED VISITORS

Any ad-hoc site visits can be recorded in the system last minute before attendance by a specific QR code link for the registration portal.

## Why use **Visitor Management and touchless access control?**

- **STANDARDISED PROCEDURE**

Standardised visitor and employee access management procedure across sites and campuses, including gatehouse management of visitors for security stations where needed.

- **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.

- **FASTER SIGN-IN AND SIGN-OUT PROCESS**

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

- **SECURE DATA STORAGE**

More reliable and accurate digital record keeping, safeguarded with secure digital data storage and backup. You can retrieve and have access to all your data at any time.

- **INCREASED STAFF EFFICIENCY**

Saved front-of-house staff time and resources, with no need to take care of the entry and exit time of visits and arranging the paperwork involved in signing in.



- **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.

- **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.

- **IMPROVED CUSTOMER SERVICE**

All designed to improve the experience for your customers and their guests and employees, enriched by the speed and efficiency of interaction.

## You may also be interested in

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

**CLARTY 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.



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.

# CLARITY CORE

 Information Systems

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