



# Information Systems

Integrating technology into the workspace

**Connecting teams, devices and applications  
for all types of enterprise**

- Single and multi-facility business premises
- Multi-tenanted commercial properties
- Flexible office and managed workspace providers
- Laboratory, research or innovation campuses



## ENABLING YOUR WORKSPACE

Technology is an increasingly important factor in allowing your business to gain a competitive edge in a fast-moving marketplace. Here at RA Information Systems we have been delivering consolidated technology packages for many years, ensuring seamless and secure connections between locations, teams, devices and applications. Our bespoke solutions have been successfully deployed across all business sectors including universities, laboratory research and innovation centres, flexible office and managed workspaces across the UK and mainland Europe.

### **01 Enterprise network / wired and wireless IT infrastructure**

Design and implementation of your enterprise infrastructure requirements including shared networks within a single office or across multiple offices and locations, server hosting, fully managed IT services, IT equipment and ongoing support. Network-wide stress testing to ensure optimal connectivity is available for all clients, providing solutions with built-in reliability and resilience.

### **02 Connectivity Solutions**

Business class leased line connectivity and broadband services for any business requirement. From individual sites to multi-site organisations requiring private site-to-site or direct connections into cloud service providers' networks. Delivery of Shared Internet, including wireless access points and seamless distribution throughout the premises.

- Instant access to the fibre-rich connectivity;
- Reliable high-speed solutions including leased lines with the speed up to 10Gbps;
- Business-grade Wi-Fi solutions with secure data access for both your employees and clients;
- Leased line backup failover lines.

### **03 Cloud solutions and applications**

We offer a range of Cloud deployment options including conventional server hosting, virtualised Amazon Web Services (AWS) and Azure platforms, through to Microsoft 365 business solutions to suit individual business needs.

### **04 Cloud infrastructure, migration management and support**

We support you with all aspects of your cloud journey to ensure you leverage cloud infrastructure to its full potential. Whatever your cloud ambitions are, our experts will understand your objectives and build effective solutions for your business.

### **05 Enterprise grade security & access management**

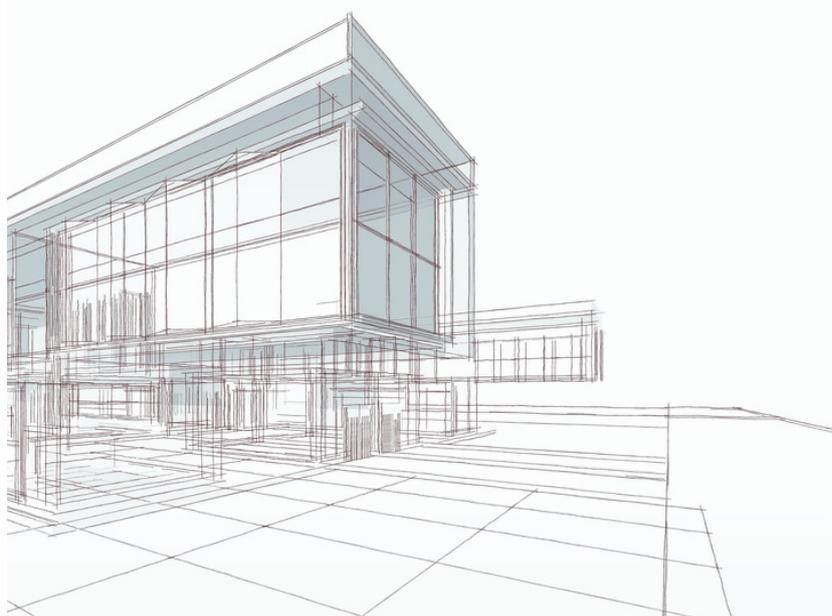
Security is central to all aspects of our managed services and secure practices are culturally embedded in our team. We work to ensure our client's data security and integrity, including securing facilities, rooms, data centres and physical IT assets, as well as securing Internet access to computer networks, system files and applications.

### **06 Business continuity & disaster recovery**

Businesses face ever-increasing risks to their normal operations through a wide range of threats. Our IT solutions are designed with resilience built-in, business continuity and recovery plans can be tailored to match your business needs and budget.

### **07 Backup services**

Whether you are looking to backup on-premise servers, cloud services such as Microsoft 365 or cloud-based server estates in AWS or Azure, RA Information Systems can propose the right backup service for your needs.





## SUPPORTING YOUR CLIENT ORGANISATIONS

If you operate a shared occupancy commercial property (or plan to do so) you will be keen to provide your customers, their employees, partners and visitors with access to the latest technology within your premises. Whether your clients are from private or public sectors, established enterprises or start-ups we are here to help your business to offer a secure and technology-enabled workspace that will attract clients, allow you to command premium rates for your space and ultimately ensure that your own business succeeds and thrives.

### 1 BANDWIDTH USAGE AND WIRELESS CONNECTIVITY

Ability to roam around the office or building is essential in any working environment to seamlessly access data, run a range of business applications including voice communications and printing.

- Individual WiFi access points and specific portions of bandwidth for offices/ clients;
- Easy and secure data access for both your business and clients;
- Full control and management of the entire network;
- Instant setup of new connections.

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### 2 SECURITY OF CLIENT'S BUSINESS DATA

Secure connections for users of your company's internal network, applications and data (cloud and on-premise resources) from any location, preventing traffic containing

proprietary data from being exposed on the open Internet. VPN systems and remote access solutions, authentication and management of active client connections.

### 3 COMMUNICATIONS: HOSTED AND ON-PREMISES VOIP TELEPHONY

Business VoIP telephony is now widely used in many sectors, allowing calls to traditional landlines and mobile phones, with added flexibility and employee's mobility across locations and devices from desktops, laptops to smartphones and tablets. Cloud-hosted systems allow adding of new phone extensions through an online management portal whenever required.

- Cost savings on infrastructure and local, national, international and mobile calls compared to traditional phone systems;
- Large range of telephone numbers available including UK wide and premium numbers;
- Future-proofed system allowing advanced call management, service scalability and opportunity to retain phone numbers when relocating;
- Microsoft Teams Direct Routing (replacement of existing telephone system and full assistance with keeping / porting current numbers), allowing the use of Teams for an all in one solution.

### 4 COLLABORATION PLATFORMS FOR REMOTE WORKING

Industry leading reliable tools with features that combine video and voice conferencing, instant messaging, file sharing, discussion topics, integration with Microsoft 365 apps and much more.

Smart platforms enable your teams to collaborate internally with colleagues and externally with partners, customers and suppliers from their desktop, mobile device, or conference room.

### 5 AUDIO & VIDEO CONFERENCING CAPABILITIES

Businesses are increasingly using conferencing products to hold events, interviews, training sessions or connecting multiple internal or external users in real-time.

Working with our various partners (including Microsoft) we deliver conferencing solutions/room systems with monitors and widescreen cameras.

### 6 ACCESS TO ON-GOING IT SUPPORT

Dedicated customer support is central to everything we do. We value the importance of your business and will ensure you are able to continue working again with minimum downtime.

Troubleshooting using remote access technology, incident, problem and change management with a workflow engine and enhanced service level management procedures.





## TRANSFORMING YOUR WORKSPACE MANAGEMENT

We develop and implement sector-specific software solutions and provide integration with individual organisation's corporate systems. We are always happy to discuss your requirements and arrange a demonstration for you.

### 01 Workspace and Customer management system

Clarity Core is our 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.

- sales pipeline management including integration for lead importing;
- contract generation with eSign capabilities;
- automated billing with the ability to import charges from 3rd party systems such as call charges, meter readings and point of sale devices;
- links to financial accounting systems like Sage and Xero, Agresso or Dimensions;
- bank reconciliation functions and Direct Debit collections;
- support for progressing preventive and corrective maintenance;
- support for running small or large scale events;
- business reporting.

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### 02 Room and office booking and signage, door and reception displays

Clarity Signs is our integrated touch-screen digital display solution, designed to simplify the booking process and visually communicate availability. It is ideal for premises with shared amenities such as boardrooms, conference suites or meeting rooms, lounges, conversation pods, individual work stations or parking slots. Do you have collaboration areas or co-working smart spaces that could be made bookable? Clarity Signs are the ideal solution when booking mobile office pods and acoustic booths.

### 03 Visitor management and touch-less access control

Visitor management and access has been particularly challenging for multi-tenanted and multi-sited organisations. Clarity Visitor, our new touch-free access system is designed to simplify visitor management. It provides a touch-free access solution with recording, greeting and tracking of visitors, staff and contractors, which can be very practical in assisting with security and minimising contact at check-in. The top features include visit pre-registration, authorisation, QR code generation, contactless sign-in and host notification.

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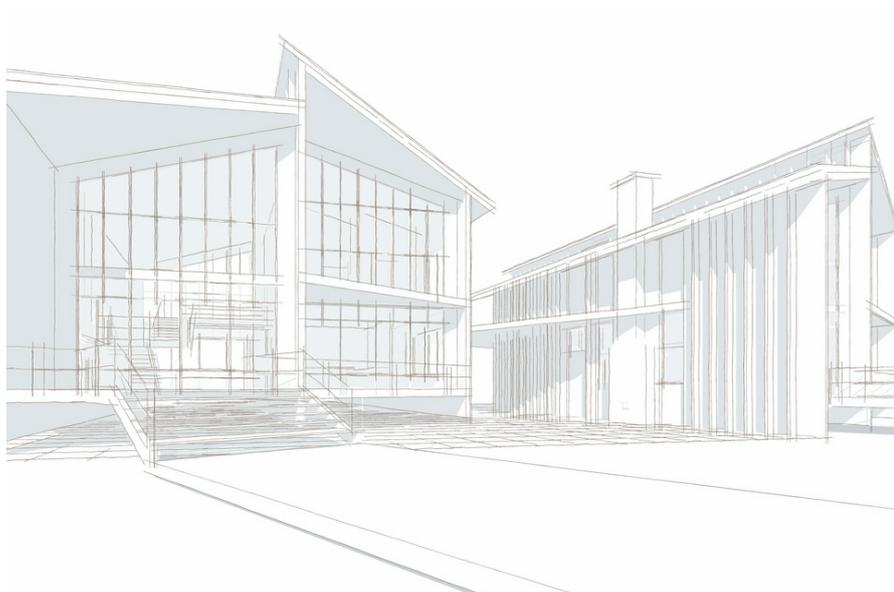
### 04 Enterprise-wide management of incoming parcels

Does your business receive and handle large volumes of client's parcels and letters everyday? Why not consider Clarity Parcels? Our Android App is designed to simplify the management of incoming deliveries, using OCR technology to digitally scan parcels. Recipients are notified immediately of their parcels and location for self-collection. A quick and reliable process and convenience of self-service making the system a must-have for dealing with incoming goods.

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### 05 Management for your ground and landscape assets

Whether you provide maintenance for your sites in-house or employ specialist contractors, your organisation may benefit from investing in Ezytreev – a solution to manage all your assets and maintenance activities, keeping all your records in one place. From regular inspections and inventory analysis of your landscaping features, through to works order scheduling, budgeting, processing enquiries and contractor management. Designed to be incorporated into a wide range of management scenarios, its major application areas include: plants & greenery, elements of biophilic design, lighting, signage, street furniture, fences, footpaths, paving, steps, parking areas, play and sport equipment.



CLARITY | SIGNS

CLARITY | VISITOR

CLARITY | PARCELS

ezytreev



## Your workspace technology partners

Information security, data governance, technology implementation, communication issues and budget constraints — there's no shortage of challenges facing businesses in today's tech focused world. It all becomes easier to tackle when you have a reliable IT partner. We are here to help your business to offer a secure and technology driven workspace and support your journey forward.



**Access to skills and advanced technology services not available in-house**



**Access to industry standard tools for IT monitoring and management**



**Reduced capital expenditure**



**Improved flexibility in use of resources and focusing on core business**



**Transfer of risk and service level to IT provider**



**Increase in work efficiency and higher processing capacity**



**Secure digital data storage & backup**

## Contact us today

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**FlexSA Award winner in  
Technology Innovation 2021**