CLARITY C�RE

WORKSPACE AND CUSTOMER MANAGEMENT SYSTEM

Custom tailored solution for your co-working, flexible, office and lab space management

A comprehensive solution for office, lab and workspace portfolio management, customer & membership management and billing in a single, centralised platform.

CLARITY CORE allows organisations to monitor, analyse, and optimise their physical space inventory, reserve flexible & shared spaces & resources within the premises.

The system includes features for providing a seamless experience for both operators & their residents/members.

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Crown
Commercial
Service
Supplier

Transforming your
workspace management

CLARITY CORE

A fully – comprehensive solution enabling workspace providers to maximise use of workspace, save resources and staff time, ensuring accurate record keeping and invoicing, facilitated transactions and visibility on key business metrics. Centrally storing all information: from space booking diary through to managing enquiries and contracts, plus automated billing and task management, facility maintenance and business reporting.

Focused on the sector specific operational processes with single and multi-facility support.

Occupancy management & booking diary with real-time availability

Efficient facility & room scheduling, all bookable space can be associated with services, account contacts and all the details on recurring charges linked to the accounting system. e-sign capabilities for on-boarding and room bookings.

Sales pipeline management, contract generation and automated billing

The system maps the sales cycle from capturing of initial enquiries, arranging viewings, generating proposals, automated creation and processing of contracts, including renewals, through to invoicing.
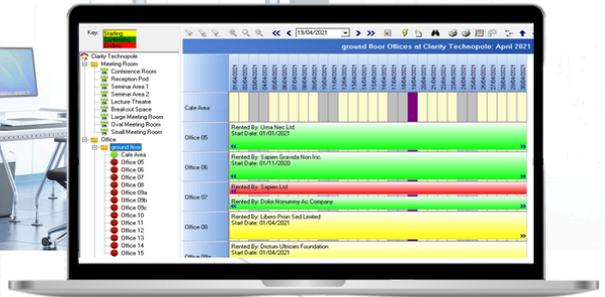
Customer interaction management

The platform helps to manage all customer contacts & communications with prospects and residents/members, it stores all current and former customer records, from contact details to entire sales history, interactions and services provided over time. All documents can be linked to an individual clients record for easy future reference.

Automated invoice generation

Automated invoice generation covers all periodic invoicing needs for rental and service invoicing and includes the ability to import charging files from 3rd party systems for services such as Call Charges, Photocopying and other Point of Sale systems. Meter readings can be recorded, and costs generated for billing inclusion. The system produces accurate invoice details and automatically calculates invoice amounts from the stored contracts and logged services.

Meeting, conference and event support

Management of your meeting, conference and event space through our real time availability diary. Creations of room bookings with associated services such as catering, business equipment and other available resources. Bookings may be configured with hourly, daily and attendee rates and include agreed discounts that will be automatically applied. Meeting rooms can be associated with other services such as catering and equipment, with all charges being logged to the booking and customers account for billing.

Sales financial management

Detailed itemisation of all sales, payments, adjustments and allocations processed through the systems Sales Ledger, including standard debt management functionality, plus integration with 3rd party accounting packages.

Business reporting and forecasting

Detailed business reporting and analysis with statistics on prospects and customers, office and meeting room occupancy, sales reports for various service utilisation. Samples are below:

Prospects

Enquiries by date range
Enquiry source analysis
Conversion rate analysis

Customers

New customers
Credit limits
Deposits
Debtors reporting

Sales reports for service utilisation

Rental Income by office & meeting room hire,
Invoices/Credits raised,
Billed & unbilled services
Recurring services,
Income and revenue analysis
Sales transactions

Occupancy Reports

Office and meeting room occupancy inc.
Vacant office report
Tenancy Schedule
Occupancy forecasts

Facilities maintenance

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.

Scan to watch

Contact us for more information or schedule a demonstration

Customisation & branding

Tailor your system to align with your unique business needs:

Wide variety of add-on modules, extensions & apps to choose from.

Option to add your data fields or specific metrics, drop-down menus and tick-boxes.

Workflow automation

Streamline repetitive tasks and processes by tailoring approval processes, setting-up push alerts and live updates saving time and resources while ensuring consistency and accuracy.

User permissions and access

Grant control over who can access what information and perform which actions within the software, based on individual roles and responsibilities, enhancing security and compliance.

Brand consistency across communications

Speed up document creation in Clarity Core by seamlessly integrating templates. Generate proposals, licenses, invoices, and letters swiftly, and incorporate e-signatures as needed. Add Word templates with predefined layouts, styles, and formatting options, including headers, footers, margins, font styles, and sizes. Ensure uniformity by crafting email templates, using your preferred fonts, colours and images for a consistent style across documents.
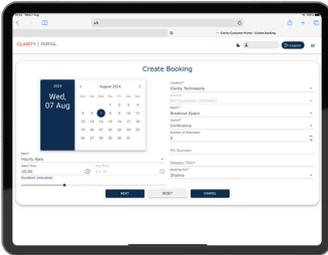
Integration with other systems inc. customer relationship management (CRM) systems, accounting software, lead imports, email integration and e-signatures.

Contact us for more information or schedule a demonstration

CLARITY ❘ PORTAL

Give your members quick access to manage their visitors, book, edit and cancel meetings, flexible and shared space inc. resources such as catering and equipment, log maintenance requests, view and download invoices and licence agreements, read centre's news, and other content via the newsfeed, all from one place.

- Improved enterprise visibility and access to real-time information
- Enhanced communication across functions & reduced collaboration silos
- More positive overall experience for your staff and customers

MEETING ROOM BOOKINGS

Provides diary and listing views of room availability, allows booking new and managing existing bookings.

FINANCE OVERVIEW

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

ENHANCE FURTHER:

MAINTENANCE AND FAULT REPORTING

Allows customers to report any facilities faults or change requirements.

VISITOR MANAGEMENT

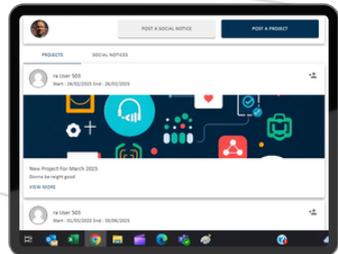Allows site visit bookings to be scheduled by your staff and clients. Integrates with Clarity Visitor.

E-JOURNALS

Electronic journal library shared with your customers, including white papers and journals.
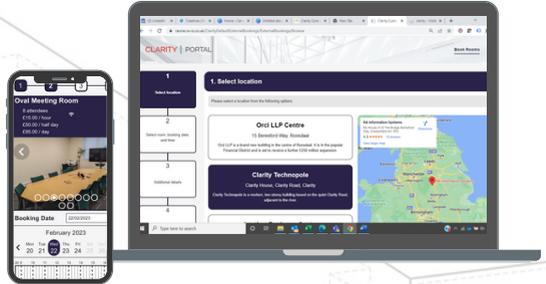
NEW!

COLLABORATION

Foster connections and innovation with built-in collaboration and private messaging, enabling customers to discuss joint projects and share ideas.
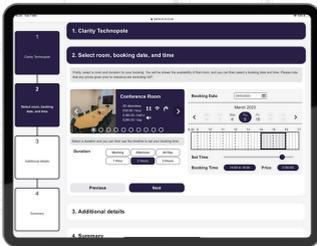

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CLARITY CØRE

Add an extra option and make it easy for anyone to search, book and pay for your space online!

EXTERNAL BOOKINGS AND PAYMENT PORTAL

Are you keen to offer your bookable space to a wider audience? CLARITY CORE provides an online booking facility to engage with 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 for anyone to search, book and pay for your space online.

Select location, meeting room, date and time

Make it easy for anyone to find the room that best fits their needs, with the right capacity and services.
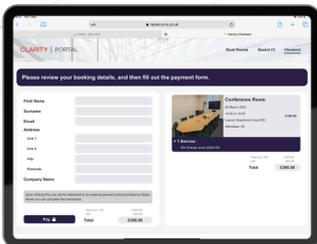
Add services

Offer different layouts to accommodate your customers or attendees and available services.

Easy review and self-service payments

Take online payments securely & seamlessly for your bookings and automate notifications when a resource is booked

EXTENSIONS - SMART SOLUTIONS FOR THE MODERN WORKSPACE

CLARITY ▍ SIGNS

Room and office booking and signage, versatile and interactive touch – screen booking displays helping your staff, customers and guests make meetings easy to find & book

- Outside room entrances: Book and display real-time space availability through eye-catching color-coded signage.
- Reception areas or entryways: Display live info including real-time meeting rooms overview, latest news, events and announcements

CLARITY ▍ VISITOR

Visitor management, digital sign-in for Visitors, Staff & Contractors, standardised access management procedure for your sites and campuses, integration with Clarity parking App

- Visitor management and overview
- Visitor pre-booking
- Visitor self-registration & instant badge printing
- Instant arrival notification to the host
- Emergency Roll Call mode

FlexSA Award winner in Technology Innovation 2021

CLARITY ▍ PARCELS

Fully automated inbound parcel management, streamlined process, digital record keeping and audit of received goods, from receipt through to owner tracking and collection

- Parcel management, overview and auditing
- Fast label scanning and parcel recording
- Automated notification and reminders for the parcel recipient
- Optional self-service collection

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Integrating technology into the workspace

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 and we are here to help your business to offer a secure and technology driven workspace and support your journey forward.

Enterprise network / wired & wireless IT infrastructure

Connectivity Solutions, bandwidth usage & wireless connectivity

Communications: hosted and on-premises VoIP telephony

Enterprise grade security & access management

Cloud infrastructure, migration management and support

Cloud solutions & applications

Backup service

Business continuity & disaster recovery