



# CLARITY

The Business Travel Experts

A brighter approach  
to business travel



Every year we make:



**Over 2.8 million**  
bookings



**1 million**  
hotel bookings



**Over 1.3 million**  
online bookings



**1.1 million**  
train journeys



**665,000**  
flight bookings



**100,000**  
ancillary bookings

### QUALITY

The best standards for every touchpoint

### EFFICIENCY

Identifying and delivering savings at every opportunity

### SECURITY

Protecting data and ensuring the highest duty of care for travellers

# A brighter approach to business travel

Industry knowledge, practical advice and leading technology combined to maximise the return on your travel investment. At Clarity, our focus is on matching travel solutions to your business objectives, and to deliver the best possible value, whatever your budget and specialist requirements.

Backed by the brightest people in the business, we combine state-of-the-art automation, with exceptional customer service, attention to detail and duty of care.

We constantly review and look for new ways to enhance our service offering, investing in game-changing technology and bringing new innovations to market. This continuous drive is supported by our service excellence, be that in strategic support specialist expertise or the day-to-day bookings and management of your travel requirements.



**Over 60**

years in business



**500+**

Clarity people



**10 years'**

average service



**13**

Clarity offices in UK,  
Ireland and Netherlands

# £ Value of a TMC

Whether it's maximum savings, total flexibility, strategic advice or online booking solutions, we have the expertise and technology to deliver value.



With ongoing investment in technology, and using artificial intelligence to monitor spend and traveller experience, we ensure travel buyers benefit from market leading products supported by our team of experts



Go2Mobile app provides online interactive itineraries and travel alerts. Our dedicated travel alerts team is also on hand to locate and contact travellers on a 24/7 basis



Strong focus on marginal gains, by offering tailored flexible solutions for billing and support, which guarantee savings and ensures that all processes are streamlined to suit your existing back-office systems



Our award-winning Go2 product suite leads the way in business travel technology. The rich content available through our bespoke booking platform, Go2Book, enables us to optimise itineraries to each client's preference



Access to over 1 million hotels and 80+ preferred airline deals



## Global Coverage

As an independent travel management company with global reach, we offer vast knowledge and local expertise, on an international platform. We will help with anything from global travel programme development and long-term business planning, to driving savings across multiple markets.

As a founding member and the preferred UK, Ireland and Amsterdam partner for Radius Travel, the largest travel network in the world, our global exposure can reach even further.



## Leading expertise



Everyone at Clarity brings their own personal skills and set of industry expertise to the challenge of delivering great value and excellent service.

From the directors to business travel consultants, our team are dedicated to providing a bespoke, high quality service backed by our unique Go2 travel technology.

You will benefit from dedicated implementation and business support experts to build a success plan that complements your business strategy.

### Key areas of expertise include:

- Hotel programmes
- Cost reduction
- Technology and online optimisation
- Forecasting and industry analytics
- Travel programme implementations and compliance
- Business Intelligence

Clarity consultants are available to help 24/7, with any arrangements at every stage of the journey, including travel insurance, passports and visas, currency exchange, airport meet and greet, car parking... and anything else needed for a successful, seamless trip.



# Go2 product suite

## Go2Book

Our multi award-winning and market leading range of booking technology - unique to Clarity - offers the best choice of fares and rates, globally.

- Configured to your bespoke travel policy requirements
- Access to the richest local and global content for air, rail and hotels
- Fast access, quick trip functionality and multi-channel approach
- Best fares and rates for an unprecedented range of ancillary products
- Total trip management, tailored to individual traveller needs
- Clients with up to 95% online adoption

## Go2Mobile

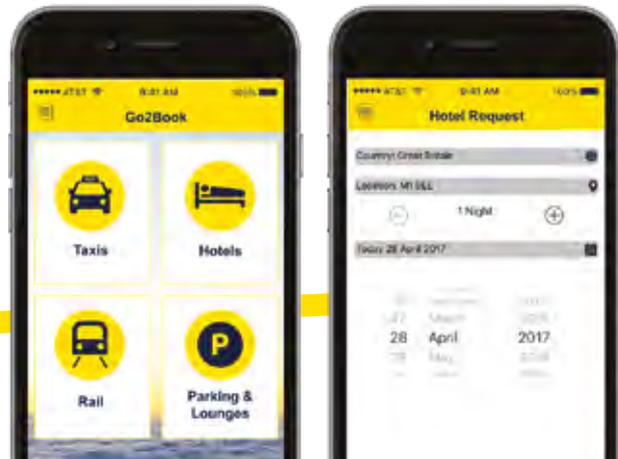
Clarity's Go2Mobile app keeps your travellers up to date and allows them to access and manage their own itinerary while on the go, ensuring their travel experience is as stress-free as possible.

- Online interactive itineraries
- 24/7 travel alerts

## Go2Insight

Combined with the expertise of our team of MI Analysts and your Account Manager, Clarity deliver a collaborative and innovative approach, maximising our impact to help track, control and manage spend; driving both short and long-term saving strategies, while achieving your travel policy objectives.

- Powered by market leader IBM Cognos
- Analysis of booking behaviour
- Interactive dashboards
- 24/7 self-service access
- CO<sup>2</sup> and mileage reporting
- Trusted business intelligence
- Accessible via mobile and tablets
- Fully security accredited and compliant with ISO 27001 Information Security, Data Protection Act, GDPR and Cyber Essentials



Our tiered business traveller tracking suite, Go2Track, allows you to take control of tracking and communicates with your company's travellers, to provide a first-class, dedicated duty of care offering.

## Go2Track

- Portal access to all itineraries
- Export location reports as .pdf or .csv for up to 14 days in the future, with traveller contact details, associated account information, arrival and scheduled departure from given location
- Two logins with hierarchical access levels to a secure tracking portal with map location view, reporting, risk information and traveller communications
- Free search and locate functions for all clients

## Go2Track+

All Go2Track features and more

- Trip briefings
- Traveller communication via email, sms or through the Go2Mobile app
- FCO trip briefings
- FCO travel risk alerts
- Traveller GPS location
- Delay management
- Asset management

## SAP® Concur® Partner TMC Preferred

We are the largest UK preferred partner of SAP Concur, the leader in travel expense management.

**Client portals:** To help you deliver on your travel policy and compliance objectives we offer bespoke, branded client portals, with easy access to all travel requirements and related information in one place.



## Duty of care

Taking care of our travellers is our priority. As well as our Go2Track suite of products, providing tracking and risk management, every client benefits from our dedicated travel alerts team.

### Clarity TwentyFour

Clarity TwentyFour is our round-the-clock assistance support service, manned by our own experienced staff. No matter what the hour or where you are, there is always an expert on hand to help.

The Clarity TwentyFour consultants work alongside our dedicated travel alerts team, continuously monitoring global events and crisis.

- Monitor political situations, travel disruption and weather change
- Ability to locate and contact travellers on a 24/7 basis
- In-house services rather than impersonal outsourced international call centres
- Responsive out of hours service that can quickly deal with booker requests to the same high standard as the service delivered during normal office hours
- Average call answering time of 18 seconds, ensuring queries are dealt with promptly



# Specialist services



Clarity Executive offers a premium, bespoke service for VIP travellers, with dedicated 24/7 concierge support. Whether executive summits, extended business trips or one-off holidays, our personal consultants tailor your exact requirements to the last detail.



Even if your travel needs are less frequent, we will still go the extra mile to give you a travel service that delivers maximum value to your business, including free access to our leading Go2 technology suite and our global marketplace inventory. We guarantee you the best available fares and rates. Your dedicated team is always there for you, understanding all your travel needs and requirements.

- Dedicated website
- Promotions and offers
- Optimum value
- Bespoke technology





# Clarity Events

Our experience, specialist expertise and strategic partnerships will ensure the occasion is outstanding, down to the smallest details. Our in-house team work in partnership with our business travel teams to create a frictionless, slick and cost-effective experience.

Whether you are bringing together 10 or 10,000, we'll make sure your event runs seamlessly from concept to delivery.



Event management



Venue finding



Technical production



Incentive travel



Delegate registration



Dinners & awards



Creative design solutions



Executive leisure & group travel



# Specialist Divisions



**CLARITY**  
Sports



- Expertise in managing the complexity of team sports travel both domestically and internationally
- Discretion and experience in handling VIP travel requirements
- Flexible service models for travel training, billing and payment processes and other goals you may have



**CLARITY**  
Non-Profit



- We work with charitable organisations travelling both here in the UK and to the most remote parts of the world
- Ability to manage complex itineraries
- Go2Track and Clarity TwentyFour ensure that non-profit clients fulfil their duty of care for travellers



**CLARITY**  
Marine



- Dedicated team of marine travel experts
- Unparalleled industry knowledge
- Access to the most competitive marine and off-shore fares



**CLARITY**  
Academia



- Work with leading universities and colleges to cater for their specific requirements
- Secure the best rates and fares in global markets
- Exclusive academia air fares to maximise value

## Multi award-winning company



## ISO Accreditations



## Disability Certified



## Investors in People



## Contact us:

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EFFICIENCY

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