CLARITY
The Business Travel Experts

Clarity is one of the UK's largest independent travel management companies with around 400 employees and a turnover nearing £250m. With a head office in Chertsey and a number of offices in the UK, Ireland and the Netherlands, Clarity provides travel bookers with a range of travel related services.

Clarity continually strives to offer the best products, service and support to its clients. Collaboration with specialist companies such as Mantic Point helps deliver leading edge solutions for today and the future.

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Delivering travel risk management

The Problem

Travellers overwhelmingly want to be kept informed about the travel risks they may face when travelling on business, especially if they are heading towards regions and cities where there may be security, health or environmental risks.

Corporate clients have also seen the need to protect and support their employees as well as manage business disruption and any longer term liabilities arising from duty-of-care legislation.

Clients often turn to their TMC to provide them with the tools and support to enable them to meet their travel risk management needs.

The Challenge

However not all clients require the same level of support and requirements can often change given the nature of the business opportunities and challenges they face.

Clarity had to find a solution that gave the flexibility to segment their client base whilst also offering true scalability to match low and high volumes.

Adrian Parkes, Chief Commercial Officer said "Providing a comprehensive suite of risk management products to all our clients is a key part of our duty-of-care strategy to support their business travellers. The challenge we faced was to find a solution that was scalable and flexible to meet our client needs across our entire customer base, from our local to multi-national clients."

The Solution

Working with Clarity, Mantic Point has deployed its globally scalable duty-of-care platform to cover Clarity's 1 million transactions per year.

The suite of services includes Clarity SafeTrack so each client can quickly search and locate their employees, Clarity SafeTrackPlus provides them with trip advisory, travel booker alerts and traveller communication capability and Clarity SafeTrack Connect which has world class risk intelligence from iJET International and sophisticated travel alert rules fully integrated into the service.

Adrian continued "Clarity already work with Mantic Point on mobile travel apps and interactive itinerary tools, so we know they have the scale and depth to deliver the technology we need to serve our clients."

The Result

Clarity can now segment the product offering to deliver the most appropriate duty of care service to fit each client's business priorities. Mantic Point delivered the flexibility and scalability that Clarity needed to offer a cost-effective duty-of-care platform to the corporate travel buyer.

MANTIC POINT
solutions ltd

About Mantic Point

Mantic Point is a leading provider of integrated traveller itinerary management solutions to the travel trade. Our white label mobile, email, online and social itineraries help TMC's corporate clients and their customers ensure the right information gets to the right person at the right time.

www.manticpoint.com