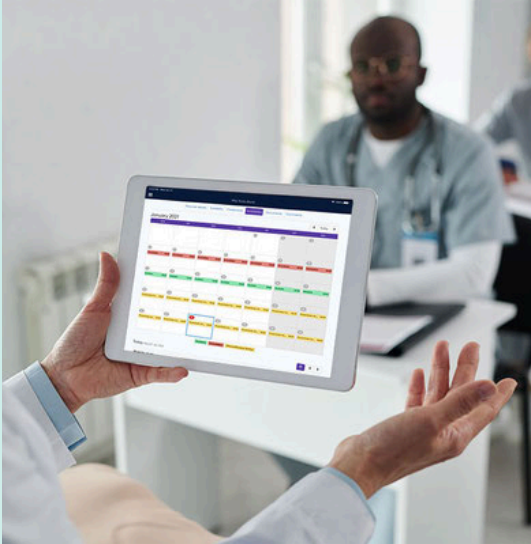




Clarity Workforce Technology

Clarity Agency & Direct Engagement

Company Information



Founded in 2011, Clarity Workforce Technology delivers smarter workforce solutions that cut costs and boost efficiency - trusted by 50+ NHS Trusts, healthcare providers and local authorities.

Our solutions serve three core markets: Health and Social Care, Ambulance and Education sectors. Our product suite consists of 4 modules which can be used independently or in conjunction with one another.



In 2025, we became the 'most advantageous' supplier on the NHS Workforce Alliance's Workforce Technology Systems (WTS) Framework

NHS Workforce Alliance

Bringing together
people who care

**Workforce Technology
Systems RM6387**
November 2025 - October 2026

**Approved
Supplier**

Our Modules



Clarity Staff Bank

Clarity Bluelight

Clarity Agency/Direct Engagement

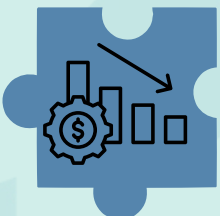
Clarity Roster

Whatever your workforce challenges, we have the solution to fit. Our integrated suite of modules is designed to solve your workforce pain points with flexibility and efficiency.

Clarity Agency



Clarity Agency is purpose-built for Health and Social Care but flexible enough for any structure, staff group, or department. It provides a complete, end-to-end solution for managing temporary workforce needs —covering shift creation, requisitioning, timesheet approval, and invoicing. With configurable approval workflows, full audit trails, and robust management information, the system ensures compliance, cost control, and visibility at every stage. Clarity Agency empowers organisations to track spend, maintain control, and make informed workforce decisions to meet both budgetary and recruitment objectives.



Over £11.4million in Direct Engagement savings achieved with Mid Yorkshire Teaching Trust since 2020.

Our benefits



Bespoke



Mobile enabled



Streamlined



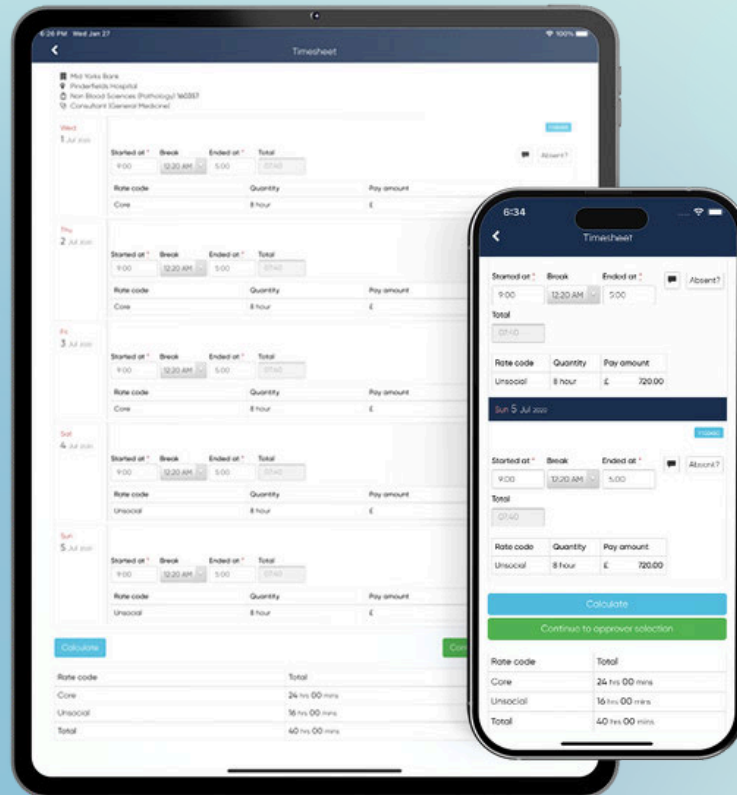
Compliance



Accurate invoicing



Real time reporting



Mobile-first workforce management

All Clarity modules are fully mobile and tablet enabled, ensuring your teams can manage workforce tasks anytime, anywhere. Whether it's approving shifts, viewing rosters, or tracking agency engagement, everything is accessible on the go.

A dedicated mobile app

Our dedicated mobile app takes convenience to the next level. Designed for speed and simplicity, it allows staff and managers to stay connected, receive real-time updates, and complete essential actions from their smartphone or tablet—empowering a truly agile workforce.

Product functionality

Clarity Agency operates a role-based platform with four dedicated portals, providing secure access to the tools users need across the recruitment and workforce management lifecycle—from shift creation and candidate requisition to timesheet approval and invoicing. Each portal is designed for specific roles, ensuring efficiency, accuracy, and full visibility.

Hiring manager

- Raise & approve vacancies (multi-level approvals)
- Publish roles to preferred suppliers
- Review & shortlist CVs
- Manage interviews & provide feedback
- View assignments & candidate offers
- Approve or adjust timesheets

Internal recruitment desk

- Submit candidates & manage assignments
- View candidate profiles & CVs
- Shortlist and send CVs to hiring managers
- Coordinate interviews & feedback
- Generate reports & approve timesheets

Agency desk

- Submit candidates for vacancies
- Track confirmed assignments
- Respond to interviews & provide feedback
- Access approved timesheets and reports

Candidate

- View assignments and offers
- Manage profile & CV
- Submit timesheets
- Track approval status



Back office functionality

Clarity Agency delivers a robust, fully integrated back-office solution designed to ensure accuracy, transparency, and efficiency across the entire timesheeting and invoicing process. All timesheets are automatically generated from candidate shift data and approved by the appropriate managers before being processed for invoicing, creating a complete audit trail of costs and ensuring consistently accurate billing.

Comprehensive invoice backing data provides clients with a detailed breakdown of all invoiced costs down to individual worker and shift level, enabling fast, simple, and reliable reconciliation. As part of the back-office function, clients and suppliers have secure access to a powerful reporting suite, including the Approved Timesheet & Expense Report, which details all time and expenses submitted and approved for payment, broken down by supplier and worker.

Reporting is fully customisable and designed to integrate seamlessly with supplier financial management systems, with the capability to interface directly with third-party payroll and invoicing platforms where required.



Implementation

Our structured implementation plan ensures all necessary data is captured while minimising disruption to your organisation. Using robust project management methodologies, we carefully manage every stage of system integration. Each phase is closely monitored and documented, providing clear visibility of timelines, responsibilities, and potential issues for all stakeholders. Our detailed documentation ensures a smooth, transparent transition and keeps your team fully informed throughout the entire process.

Mobilisation phase

Committee needs analysis meetings to define user system requirements

Project initiation meetings to outline implementation process

Assignment of project resources and identification of project team members

Project kick-off meeting to present aims and objectives

Discovery phase

Introduction of subject matter experts (SMEs)

Project team meetings to define roles and responsibilities

Documentation of current 'as-is' processes (Visio process maps)

Analysis phase

Gather and review business/system requirements

Document and validate 'to-be' processes (Visio process maps)

Confirm system integration, workflows, and future user stories

Agree development timescales and milestones

Implementation

Design phase

- Development of the system based on agreed user stories
- Ongoing communications and updates to the project team
- Highlight any requirement changes (change management)
- Conduct internal (QAT) and client (UAT) testing

Implementation phase

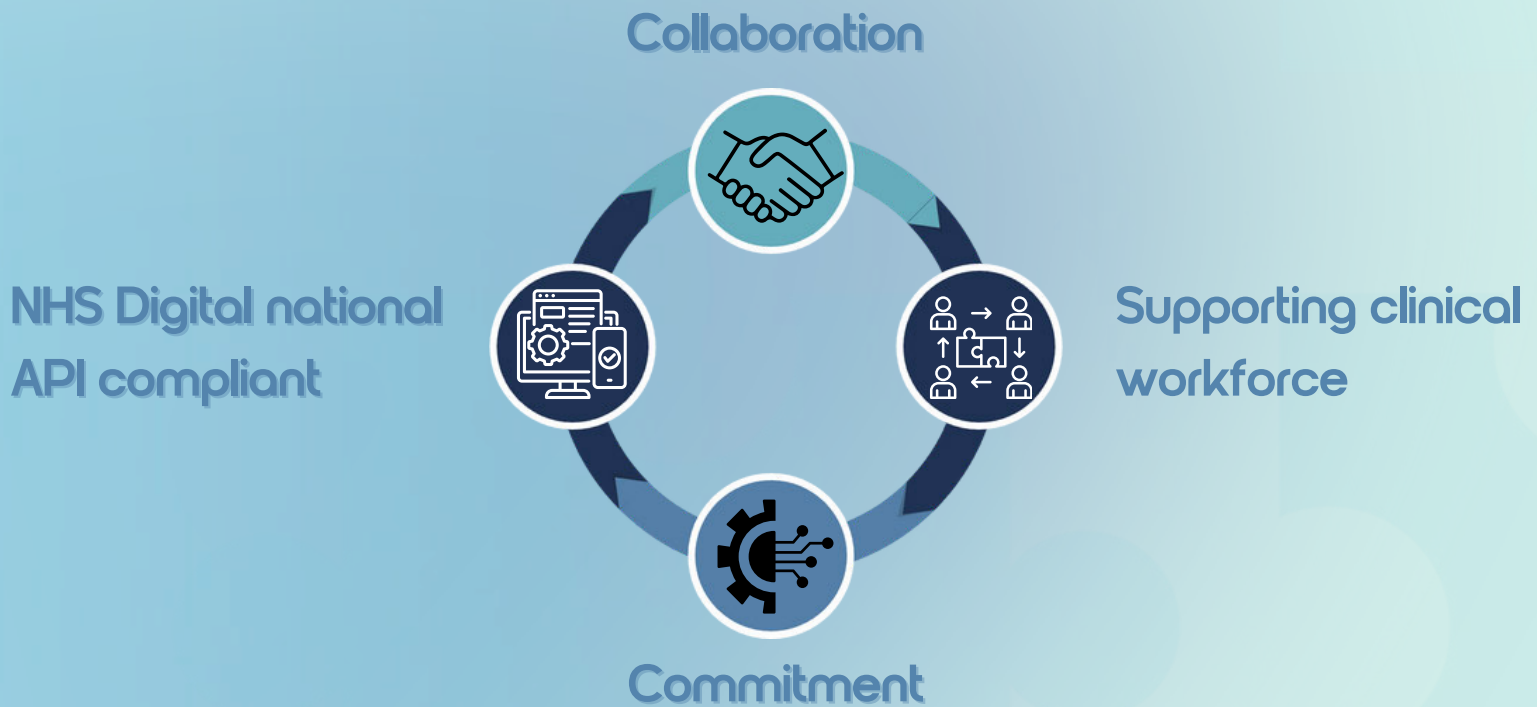
- Supply of training documentation, user manuals, and release notes
- Train users to ensure smooth adoption
- Upload data to live site and deploy system into production

Managed service phase

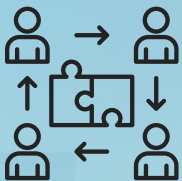
- Post-deployment support activities
- End-of-project reporting
- Project sign-off and formal closure



Genuine Interoperability



We collaborate with existing suppliers and can slot in neatly with existing up and downstream systems



Through collaboration and integration, we support Trusts in achieving their levels of attainment for their workforce deployment systems.



We are committed to integration with new or legacy systems, supporting organisations in delivering best fit and best value



Compliant to NHS Digital Supplier Reference Group National API Standards.

Service management

Clarity provides end-to-end cloud services, from solution design through to deployment and ongoing support. We work in partnership with our clients to maximise value, supported by clear communication, regular reviews, and structured transition management.



Account manager

The Account Manager is responsible for the overall success of the client relationship, ensuring smooth delivery and ongoing optimisation of the solution. This includes regular client engagement, feedback reviews, continuous improvement, and strategic planning for future enhancements.



Project manager

The Project Manager acts as the primary point of contact for implementations and change initiatives. They work closely with clients to define requirements and ensure the controlled, efficient delivery of new functionality and system enhancements.



Development team

Our Development Team translates business requirements into robust, scalable solutions. Highly experienced and commercially focused, they actively challenge and refine requirements to deliver streamlined, cost-effective outcomes.

Service management



Service desk

Our Service Desk provides responsive, SLA-driven support to resolve the majority of user issues promptly. Where required, issues are escalated efficiently to development, operations, or account management—ensuring system reliability and minimal disruption.



Service level agreement

Clarity Agency operates to clearly defined Service Level Agreement (SLA) standards. All system support issues are managed by our dedicated in-house support team, ensuring consistent, high-quality service delivery.

We proactively monitor system performance and security, with real-time alerts identifying any service degradation or potential vulnerabilities. Monitoring is delivered through Quest Big Brother, alongside native operating system security and performance tools.

Priority	Impact	Response Time	Resolution Target
P1 – Critical	System down or major components non-operational, halting business-critical work.	Within 1 business hour	4 business hours* – continuous effort with client cooperation
P2 – High	Severe degradation or non-critical components unavailable, limiting work.	Within 2 business hours	1 business day* after initial response
P3 – Medium	Non-essential features impaired, core functionality remains.	Within 8 business hours	5 business days* after initial response
P4 – Low	Minor or cosmetic issues with little operational impact.	Within 24 business hours	Next software release

System Security

Accessibility

Clarity Agency is a bespoke, web-based workforce demand management system that supports all aspects of the workforce lifecycle. Designed for ease of access, the platform is available from any internet-enabled computer, enabling secure global access at any time.

Built on a Java-based interface, Clarity offers full cross-platform compatibility and retrieves data from a robust Oracle database to ensure reliability and scalability. Access is controlled via individual usernames and passwords through a secure browser connection protected by up to 256-bit SSL/TLS encryption. Each client environment is hosted on dedicated Intel-based servers within a certified and accredited hosting facility, ensuring consistent performance and high availability.

Information assurance

Clarity is classified at Impact Level IL0, reflecting the nature of the data held and the platform on which it operates. Information security is further assured through our technology partner, Skillstream, which is ISO 27001 certified, ensuring adherence to industry best practices for information security management.