



A message from Clear

COVID-19

In light of recent Public Health announcements on Coronavirus (COVID-19), we would like to outline the steps we have taken at Clear to ensure continuity of service during the coming weeks, especially with those in mind who are familiar with our *FirstClass* Legacy Management Software.

We are currently all working from our homes but do not anticipate any disruption to our service. As an organisation, working from home is something we are familiar with, as we have been working this way over a number of years, and our systems are all in place to support this.

Clear's email system is cloud based, using Office 365, and as such is available when we are away from our main offices. This means that our team can access emails from their homes.

Our office phone system is also cloud based and allows us to automatically redirect calls coming into our main number to team mobiles. Voicemail messages are also distributed around the team automatically, so cannot be missed.

We currently use Microsoft Teams and TeamViewer for remote meetings and remote support and are able to continue to use these whilst working from home. We also plan to use this technology for scheduled training courses.

Due to the steps above, methods for contacting us do not need to change. Please continue to use our usual telephone number and/or email addresses.

This is obviously a concerning time for everyone, but with these measures already in place, Clear will be able to continue to offer our usual high level of service throughout.

Cloud solution

We are aware that a number of Legacy teams may currently be finding it difficult to work remotely with an in-house version of FirstClass. If this is due to limitations with your charities remote working capabilities, then we may be able to offer a temporary cloud based FirstClass solution to help get through this period of time.

If this is something you may wish to consider or would just like more information including costs and timescales, then please email firstclass.support@clear-software.co.uk and one of our team will be in touch with you very soon.

Contact Us

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