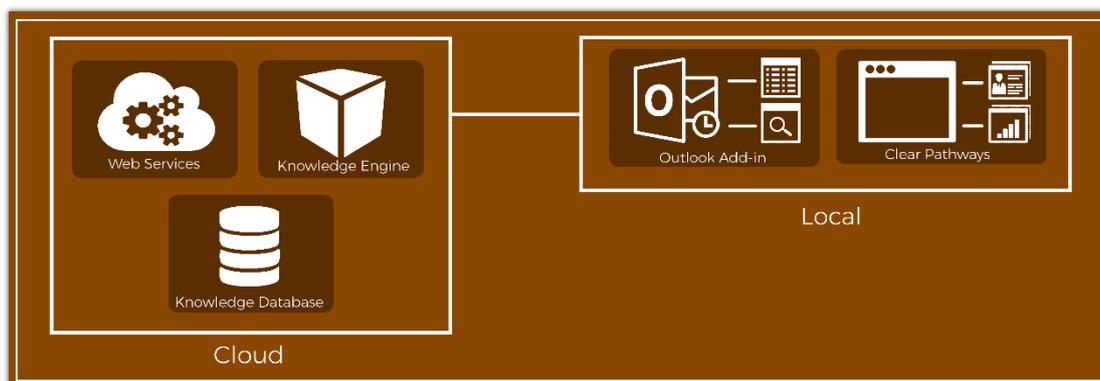# Clear

Clear Pathways

Helping to understand knowledge networks

Clear Knowledge

Clear Knowledge is a suite of applications that together, provide a comprehensive insight into the real expertise in an organisation. Utilising powerful natural language processing of email traffic, early warning can be given of threats and opportunities around knowledge and communications.

A collaboration between Loughborough University and Clear, Clear Knowledge represents the commercial application of an innovative piece of postdoctoral research overseen by Professor Tom Jackson in the Centre for Information Management.
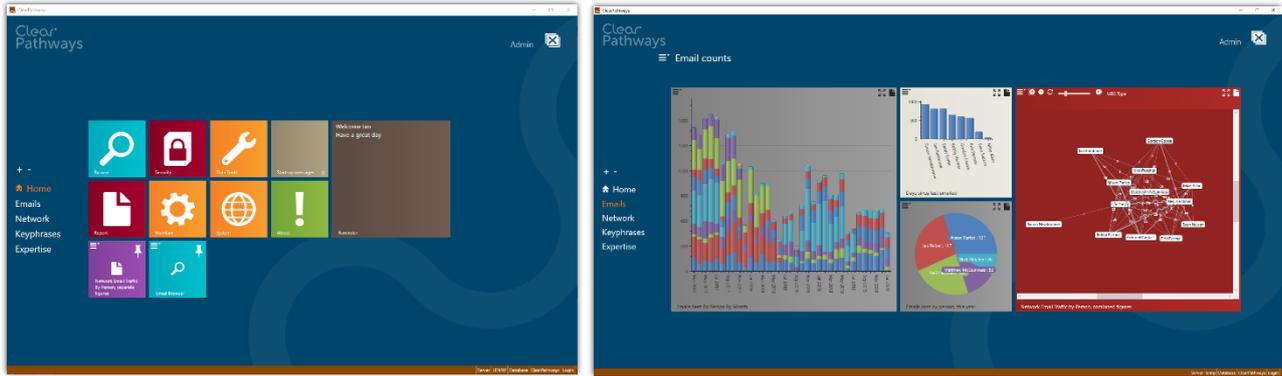
Clear Knowledge is a reliable, secure and cost-effective system comprising three key components:

- Clear Knowledge Engine: the heart of the system that undertakes the natural language processing

- Clear Knowhow Outlook Add-in: used to capture details of staff knowledge within the organisation and to search and locate knowledge within the organisation

- Clear Pathways: intuitive desktop software that analyses and identifies threats and opportunities within the organisation

The Clear Knowledge Engine, the web services that call it and the SQL database where the resulting data is stored are all located on Clear's secure Microsoft azure platform. If preferred this can be installed locally on your own organisation's servers.

The Clear Knowhow Outlook add-in and Clear Pathways are all installed and run locally on each clients PC.

Clear Pathways

Clear Pathways is an analytical tool which allows organisations to map, monitor and manage their communities of interest and practice.

Clear Pathways uses the information gathered by Clear Knowhow to depict current networks of knowledge within the organisation. Clear Pathways can then use the data collected to help find answers to important questions such as:

- Who is central to a network? (it's not always the obvious person)
- Who are the gatekeepers and brokers?
- If this person left, what would be the risk?
- If we merged two divisions, where would the duplications and synergies be?
- Other uses include, measuring email volumes and distribution along with identifying trending key words and phrases.

The results are displayed in an intuitive dashboard, helping with management decision-making and scenario building.

Clear Pathways allows you to create virtual cross-departmental teams of experts to work on specific projects or challenges. It also allows you to identify significant gaps in expertise and develop recruitment and training strategies to fill them.

Key Features of Clear Pathways

Expertise assessment
Using Clear Pathways, management can locate gaps in expertise within the company and use this information to base training and recruitment on.

See directions of expertise
Pathways can show the amount of 'knowledge' going to and from all individuals within an organization. Using this information, they can assess what would be the effect if an employee left the company, based on how often they're relied on for expertise. Additionally, this can be used for appraisal purposes when assessing how much knowledge and expertise an employee brings to the organization.
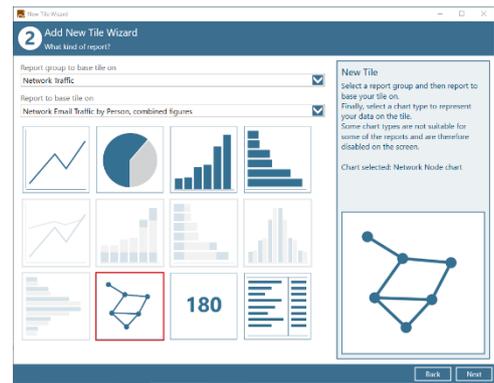
Customizable Dashboards

Dashboards can contain graphs and charts to visualise the information gathered by Clear Knowhow and analysed by Pathways.

A powerful tile wizard steps the user through creating tiles within each dashboard.

Powerful HR Tool

Clear Pathways can also be used as a powerful HR tool to identify areas of concern within your organisation, such as:

- Find isolated employees
- Identify knowledge shortages and concentrations
- Prepare effectively for role changes

Understand communication paths

Using the information that Clear Pathways provides can help you to understand your organisations communications paths, and highlight issues before they are apparent:

- Are teams working effectively?
- Is work being duplicated?
- Are key people missing from a team?

Key Benefits of Clear Pathways

- Spot gaps in knowledge and recruit/train based on this
- Assess risks if certain employees were to leave the company
- Spot trends in knowledge transfer, see who is getting asked about subjects most
- See who contacts each other the most and build clusters of experts
- See how often departments/business areas are communicating with each other via email
- Customizable dashboards allow you to see information clearly
- Clear Knowhow integration means this data does not need to be collected manually which would be very time consuming

Contact Us

At Clear we specialise in the design, production & installation of reliable, cost effective, Microsoft based software. Whatever your needs, you'll find our experienced team has the expertise to develop an innovative bespoke solution and provide high quality technical support after installation. Don't hesitate to contact us.

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