

Clearhill

How Clearhill is Transforming Its Business with AI

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What we'll cover

1. Introduction
2. Lean Thinking (Foundation)
3. Clearhill Use Cases
4. Lessons + Takeaways

Our approach is simple:

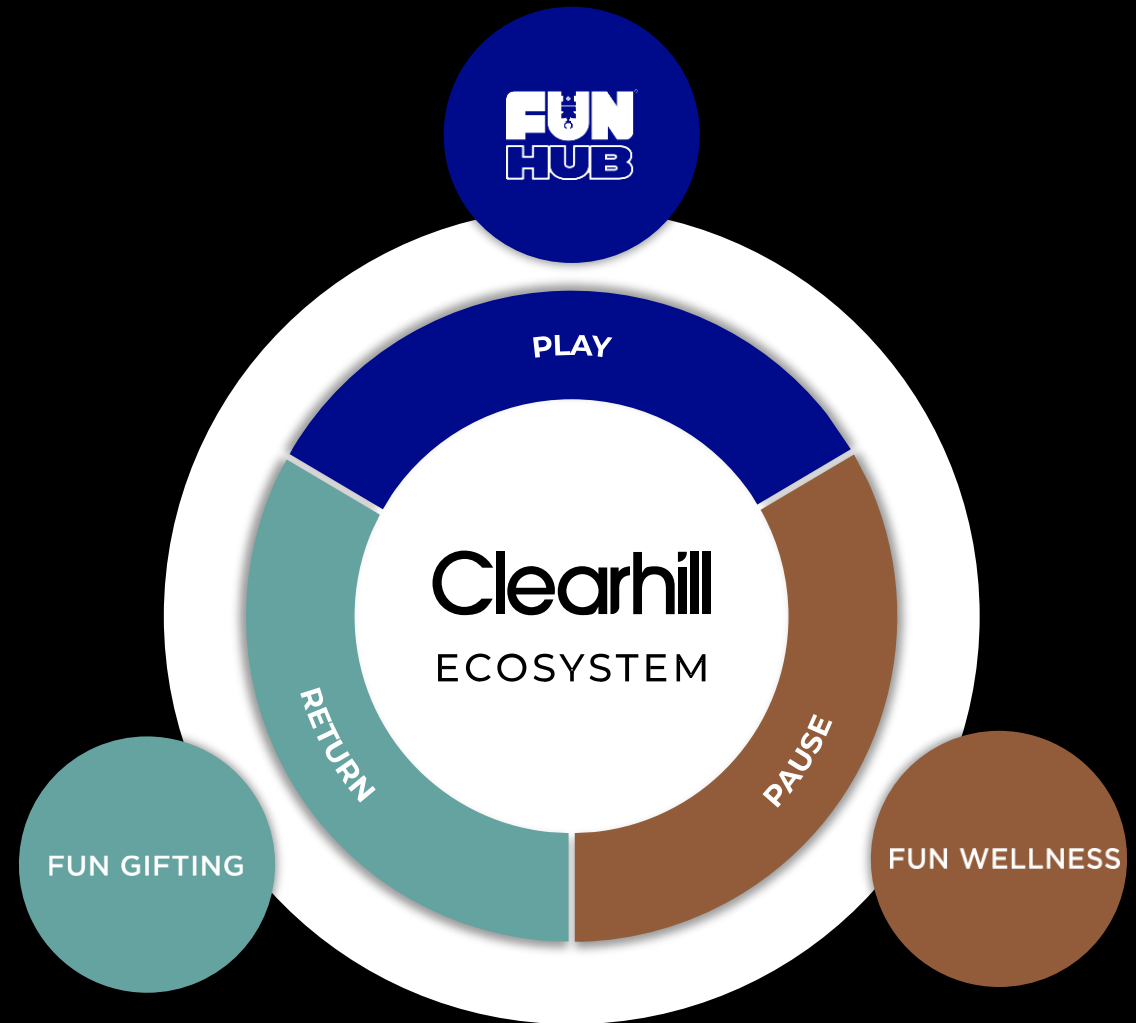
We design mall spaces around how people actually behave.

Designed to work together, effective on their own:

Play → increases engagement

Pause → extends dwell

Return → drives repeat visits





Play.





CLEARHILL
Pause
ECOSYSTEM

FUN WELLNESS

Pause.



Return.

CLEARHILL
Return
 ECOSYSTEM

FUN GIFTING

Get a kiff
local to

It's a kind of magic...

We don't start with AI

We start with problems. AI is just one of the tools we use to solve them.

AI is not magic

AI doesn't fix broken processes. It depends on clarity and structure.

What actually works

Process + Automation + Data. That's what creates impact

Our Approach

We start with problems. Lean thinking first → AI accelerates

8 Lean Wastes



DEFECTS



**UNDER UTILISED
TALENT**



MOTION



TRANSPORTATION



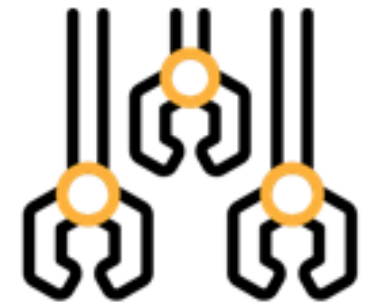
WAITING



OVER PROCESSING



INVENTORY



OVER PRODUCTION

Make small improvements, every day, everywhere.

01

Make Problems Visible

We don't hide issues—we surface them quickly.

Everyone can see what's not working

02

Improve continuously

Small, daily improvements > big one-off projects.

Everyone in the business contributes

03

Standardise what works

Best ways become the new way.

Consistency creates scalability

04

Learn

Capture what worked (and what didn't) so we improve the next time.

Turn small fixes into shared knowledge across the business

05

Celebrate

Engagement with the improvement.

1. Scaling Continuous Improvement

Every improvement submitted gets AI generated feedback and a suggested enhancement. This creates **faster feedback loops**:

01

AI Generated Feedback

02

Suggested Enhancements

Lauren Purnell
Thu at 9:08 AM

This morning I came across a ride that was on the wrong price of play. The workshop phone lines hadn't opened yet and no one was available to send me the ride manual. Even googling the manual didnt help.

After Steven's MM and seeing how copilot helped him in his role I decided to try see if AI would help me.

Sure enough it told me the correct dip switches for the correct price of play and answered my query.

This removed any **waiting** time for workshop to get back to me

According to the Kermit control box manual, **£2 per ride with no bonus credits** is the last setting in the table. The switch positions are: **SW1 ON, SW2 ON, SW3 ON, SW4 ON**. Turn the ride power **off** before changing the switches, then power it back on for the change to take effect.

So set:

Switch	Position
SW1	ON (up)
SW2	ON (up)
SW3	ON (up)
SW4	ON (up)

If your ride has a different control box version, the settings may differ. If you send a photo of the DIP switch bank, I can confirm the correct positions before you change them.

Like Comment Share

Like Comment Share

ClearhillBot Thu at 9:09 AM
[Automated AI Review of post]
Lean Improvement — The post describes a small, low-cost action the author took (using AI/copilot to retrieve dip switch settings) that directly removed waiting time for the workshop to respond, so it reduced the "Waiting" waste and made the task faster and more reliable. The change was within the person's control, improved daily work, and is not a large system change, so it fits the Lean Improvement criteria.


[Further Enhancement Suggestion by AI]
Create a centralized, searchable repository (shared drive or CMMS) where ride manuals and DIP-switch tables are uploaded, indexed, and accessible offline to eliminate future reliance on ad-hoc searches when phone lines are closed.
Produce a laminated quick-reference cheat sheet with the most common price-of-play DIP-switch settings and place copies in the workshop, ride control cabinet, and digital locker for faster on-site access.
Put an AI-usage SOP in place: require staff to log the prompt and AI response in the work order, tag it for later verification, and confirm the setting with the workshop or technical lead within a defined timeframe to ensure safety and compliance. see less

Tara McGrory Thu at 10:28 AM
Love this Lauren. AI can be a fantastic help when your unsure

Sophie Todd Thu at 1:40 PM
Nice one, Laurent!

Write a comment

1. Scaling Continuous Improvement

 **Oksana Megido**
Thu at 8:45 AM

Seen by 26  

As part of creating our acquirer onboarding pack, I developed a simple one-page overview of the fraud controls and fraud filters used across our kiosks and webshop.

Benefits:

- Faster onboarding conversations
- Reduced time spent answering repeat questions
- Improved consistency of information shared with acquirers
- Easier review and approval process
- Better visibility of our fraud prevention controls


Waste reduced:

- **Waiting** – acquirers can review key information more quickly without multiple follow-up requests.
- **Overprocessing** – eliminates the need to repeatedly gather information from different sources.
- **Defects** – reduces the risk of inconsistent or incomplete information being shared.

FRAUD FILTERS – WEB & KIOSKS

Controls designed to prevent fraud, protect customers and ensure compliance with acquirer limits.

DELAY ACTIVATION OF PICKUP CODE

 Pickup code activation is delayed by 24 hours to allow for fraud monitoring and review.

Delay by X hours: hours

PURPOSE




These fraud filters help to:


- ✓ Prevent card testing and account takeover
- ✓ Limit organised fraud and misuse
- ✓ Protect customers and reduce fraud losses
- ✓ Ensure compliance with acquirer requirements

WEB FRAUD FILTERS






FILTER	VALUE	DESCRIPTION
Fraud filter amount repetition: Last X min	120	The time frame where a specific purchase amount can be made. Applies to all customers. Purchase for same amount can happen 3 times in 120 min. 3rd purchase will be put on hold.
Fraud filter amount repetition: Max repetitions	2	No of times purchase can be made with same amount - applies to all customers. The 3rd purchase will be placed on hold.
Fraud filter card usage: Last X min	1440	The time frame where a specific card can be used. Same card can be used twice during 1440 min (24h).
Fraud filter card usage: Max repetitions	2	No of times a specific card can be used.

KIOSK FRAUD FILTERS

 PAYMENTS PER CARD	Max 3 payments with the same card	A maximum of 3 payments are allowed using the same payment card at the kiosks.
 GIFT CARDS PER CARD	Max 10 gift cards per card	A maximum of 10 gift cards can be issued using the same card across up to 3 payments.
 VALUE LIMIT COMPLIANCE	Must not exceed acquirer limits	The total value of gift cards purchased must not exceed the transaction limits set by our acquirer.

 If any of the above limits are exceeded, the transaction will be declined and no additional gift cards can be issued with that card.

ADDITIONAL CONTROLS (WEB & KIOSKS)

-  **Geographic restriction**
Sales allowed only in UK and Ireland
-  **Email screening**
Disposable and temporary email domains blocked
-  **3D Secure**
3DS authentication required on all payments
-  **Velocity monitoring**
Monitoring of card, email, IP and device velocity
-  **Manual review**
Suspicious transactions reviewed before code activation

OUR COMMITMENT

These layered controls are in place to ensure a safe and secure purchasing experience while complying with acquirer requirements and minimising fraud risk across both online and in-store (kiosk) channels.



ClearhillBot Thu at 8:46 AM

[Automated AI Review of post]

Lean Improvement — The author created and implemented a simple, low-cost one-page overview that streamlines acquirer onboarding and reduces repeat work. It fits the guideline of a small, within-control change that improves daily work by reducing Waiting, Overprocessing, and Defects (faster review, fewer follow-ups, and more consistent information).

[Further Enhancement Suggestion by AI]

Add a one-page visual matrix or flowchart that maps each fraud control to channel (kiosk/webshop), trigger conditions, typical actions taken, and risk severity — use color-coding and icons so acquirers can scan and understand behavior at a glance.

Host the overview as a living single-source-of-truth on Confluence/SharePoint with a visible version history and changelog, include the permanent link in the onboarding pack, and set a quarterly review owner to keep it current.

Include 3–5 brief real-world scenarios showing how filters behave end-to-end, a short FAQs section for common questions, and 2–3 key metrics (e.g., false positive rate, blocked txns) to demonstrate effectiveness and guide escalation.
see less

Lean helps us spot waste—AI helps us understand it faster and **scale the solution.**

665 improvements (Jan–May) **+175%**
year-on-year

AI is helping us understand waste faster and scale those improvements across every team

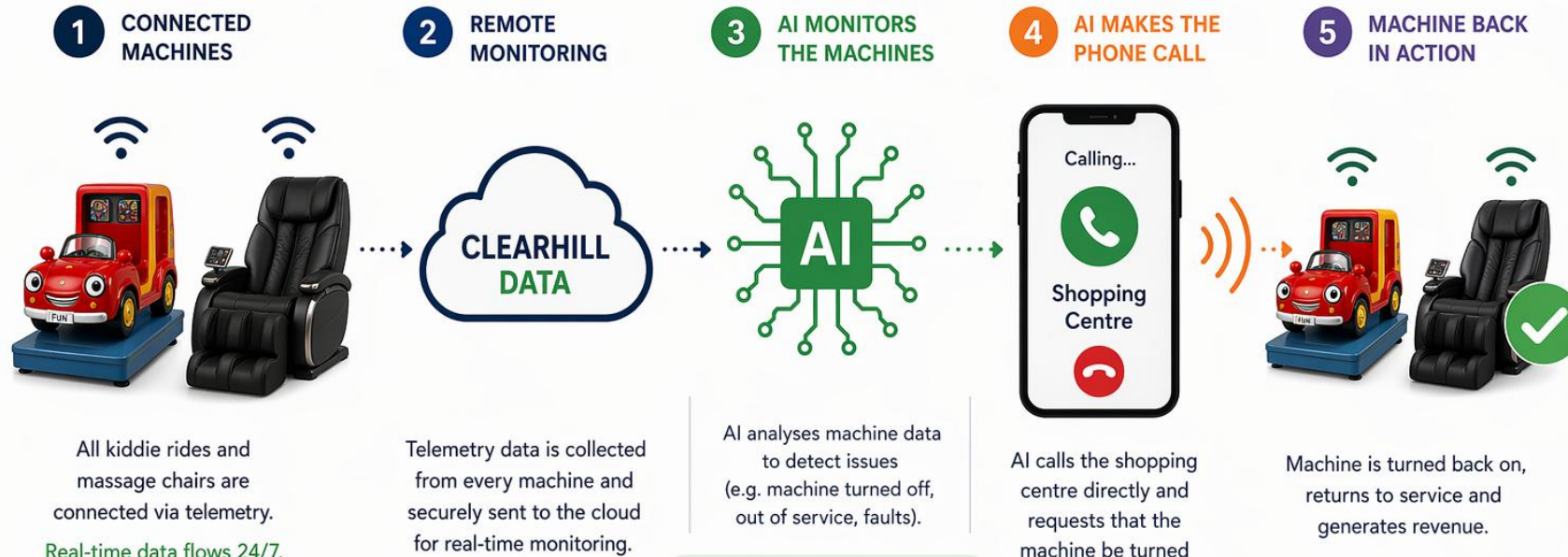


2. Automated Centre Outreach Powered by Data Insights

From downtime → action → revenue

AI PHONE CALLING CENTRES POWERED BY CLEARHILL DATA

Turning data into action. Getting our machines back on. Faster.



AI TRIGGERS ACTION
When a machine is turned off or not operating, AI triggers an outbound call.

- FASTER RESPONSE**
Machines are back up sooner.
- MORE SALES**
Less downtime means more revenue.
- LESS MANUAL WORK**
AI handles the calls, your team focuses on value.
- BETTER RELATIONSHIPS**
Proactive communication with shopping centres.

DATA → AI → ACTION → RESULTS | Smarter operations. Happier partners. Stronger performance.

This is Lean + AI in action—we identified waste (downtime), understood the process, and used AI to remove it at scale.

This isn't just about saving money—it's about removing low-value work.

That's where the real impact comes from

AI doesn't just save us time—it gives us **better ways to use it.**



3. Internal Productivity (Quick Win Area)

AI gives our team time back to focus on **higher-value work.**

01

Creating SOPs

Generate first drafts of standard operating procedures

Helps capture best practice and scale consistency across teams

02

Workflow Automation

Automate repetitive tasks and approvals across processes

Reduces manual effort and improves speed and accuracy

03

Drafting Job Specs

Create structured job descriptions quickly from key inputs

Ensures consistency and saves time for hiring managers

04

Summarising Meetings

Turn meeting notes into clear actions and key decisions

Ensures alignment without time spent writing up notes

05

Preparing Comms/ Briefs

Speeds up communication while keeping messaging clear and consistent

Lessons and Takeaways

Start with Process, not tools

Define the problem and workflow before thinking about tech. Clear processes create the foundation for automation and AI

Focus on Time savings first

Target repetitive, manual tasks. Time saved is the fastest, clearest ROI

Use AI to enhance people, not replace them

AI supports better decisions—not replaces judgment. Free people from low-value work to focus on higher impact

Test Fast, scale what works, We are still learning!

Pilot quickly and learn in real scenarios. Double down on what delivers value, drop what doesn't.

Clearhill

Thankyou

