TPTracker®
for charities

For Service Delivery Teams

Manage and evaluate your community support & service delivery programmes

Database of Clients or Service users

Manage your database of clients, track and evaluate the impact of the service and support you provide.

PROFILE ♦ INFORM ♦ SUPPORT

Use the database to record details of each client or service user you are supporting, whether people, animals or 'things'. Track everything you do for them and record the outcomes, so you can evaluate the impact of the service you provide.

Look up contacts

Instant access to the contact details and background profiles of each contact.

Search records

Follow the history of support and service provided to each of your clients.

Manage programmes

Record everything relating to each support or service delivery programme, with instant reporting and analysis – outcomes, value for money and impact.

Track individual client journeys

Follow the individual journeys of each client and evaluate the impact of your intervention on them; collate records to evaluate overall impact and estimate the social value created.

TPTracker® for Charities: Service Delivery Teams

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Web-based, so no installation needed

TPTracker is a web-based service which means you do not have to install anything on your hardware, just use any browser to access it securely. You can use any device – PC, laptop, tablet or smartphone – anywhere where you have internet access.

Licence fees

We charge an annual licence fee which covers your whole organisation, with no limit to the number of users; you control who has access to TPTracker and what they can see or do. Your licence fee will be determined by (a) the database storage capacity you will need and (b) the package you choose:

CUSTOMER SURVEYS OPTION: You can add this option at any time, for managing multi-channel surveys (post, phone, SMS/Text, Online or face to face) to gather and interpret your customers' feedback.

Maximum capacity required	Monthly licence fee	Option: Add customer surveys
1,000 records	£100	*+£75*
2,500 records	£135	*+£90*
5,000 records	£195	*+£120*
7,500 records	£225	*+£150*
10,000 records	£250	*+£150*
20,000 records	£275	*+£150*
50,000 records	£375	*+£150*
50,000+ records	Please ask for a quote	

All prices shown are excluding VAT

Getting you started

Firstly, we want to get to know you so we really understand what you need, so we will come and spend a half day with you and your team, listening to what you want and sharing ideas with you. There will be no charge for this visit.

This will mean we can set your TPTracker solution up for you in the best possible way, load your initial database for you and then offer the best possible advice about using it all.

You could then start to use TPTracker, learning as you go from the in-built 'how to' guides; it is really easy to find your way around. The Support Team is always there to help you when you need it.

However, we do recommend some on-site training to make life easier for you and make sure you are aware of ALL that TPTracker can do for you:

One day to check that you have all the fields you need in your database and that your TPTracker administrator knows how to manage security settings and user access. We will then train up to 12 users.

If you will have a lot of users, this could be used to 'train the trainers' so you can take things forward yourself, or we can add in extra days to train your teams for you, if you prefer.

Half a day extra if you have added the Customer Surveys option, to train the team members who will be creating questionnaires and managing feedback campaigns.

Our on-site training fees are **£850 + VAT** per day or **£550 + VAT** per half day, fully inclusive of all our expenses.

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Continuing to support you

Your licence fee gives you free access to the TPTracker Support Team during normal office hours: that's 9 to 5 on Mondays to Thursdays and 9 to 4 on Fridays, excluding Bank Holidays.

We are also contactable by phone and email if you prefer. Our team is solely there to support users of TPTracker so they all have a good knowledge of best practice which they are happy to share.

Arranging a demo

So if you think TPTracker may be able to help you and your teams, give us a call and we will arrange a visit to listen to what you need, suggest the best options for you and give your team a demonstration.

Just pick up the phone or email us

t: 08456 432 872

e: info@arenapartnership.co.uk