

# The TPTracker® Multi-Team Solution

PROFILE ♦ INFORM ♦ LISTEN ♦ INVOLVE  
SUPPORT ♦ THANK

Your own choice of module options to create a single integrated system for your organisation. If one of the TPTracker® standard packages does not exactly fit your needs, the MULTI-TEAM solution allows you to select the exact functionality you need.



## Contacts

Every TPTracker® MULTI-TEAM solution includes a database of contacts to which all other modules are linked and which can be regularly updated from an existing core database if required.

Front-line staff love the really easy access this provides to: Look up contacts; Profile different groups; Search for records; Track engagement histories.



## Resident engagement

Use the Resident Engagement option to manage and evaluate your customer involvement activities:

- Who participates in what, when and for how long
- The costs and staff time involved in running each programme or event
- Inputs from other partner organisations
- The impact on your organisation – service improvement, cost reduction, greater insight etc.
- The impact on participants – improved knowledge, skills, self-confidence and well-being, which can be translated into social value and a return on investment can be obtained.



## Community support

Use the Community Support option to manage and evaluate your programmes of community or personal support:

## TPTracker for SOCIAL HOUSING PROVIDERS

- Track the intervention journey for each client and evaluate the incremental impact on them
- Consolidate the impact measurements for clients within one or more programmes
- Add other key indicator measurements and translate all outputs into social values
- Track the costs, staff time and partner contributions to running each programme
- Evaluate the overall impact and return of each programme or group of programmes



## Communications

Add the Communications module to send emails and text messages to your contacts, participants or clients or create mailing lists:

- TPTracker® knows who is involved in what, making it easy to select different groups
  - Methods of communication can be linked to individual preferences
  - Records are automatically added to each contact's personal file
  - TPTracker® records the message outcomes
  - And identifies incorrect phone numbers or email addresses
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## Customer insight

Use the Customer Insight option to manage and evaluate your customer survey programmes:

- Conduct surveys using any combination of post, phone, SMS, online or face-to-face
- Use your contacts' preferred methodologies and avoid 'survey fatigue'
- Get TPTracker® to select representative samples from the database or upload target lists
- Set up automated alerts if respondents request you contact them
- Full range of analysis tools available: graphs, tables, cross-tabulations, downloads etc.

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To discover more about **TPTracker®**  
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