



TPTRACKER®
for charities

For Service Delivery Teams

Manage and evaluate your community support and service delivery programmes

Database of Clients or Service users

Key features

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

- **PROFILES:** Use the database to record details of each client or service user you are supporting
- **ENGAGEMENTS:** Track every contact you have with them, record the outcomes and evaluate the impact of the service you provide: outcomes, value for money and impact.
- **IMPACT:** Track the engagement journey for each client and evaluate the impact of your interventions on them.

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

You pay an annual or monthly 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 based on (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 customer feedback.

All prices shown are excluding VAT

Getting you started

Firstly, we will spend time listening to what you want and sharing ideas with you. 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 support you when you need it.

Continuing to support you

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

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.

If you would a quotation, call us now for a chat
on **08456 432 872**

Or email us at **enquiries@tptracker.com**