



homeless link

ON TOP
IN TOUCH
ON TRACK
IN THE LOOP
ON TARGET
IN THE KNOW
ON THE BUTTON
IN•FORM

COMPLETE **CLIENT RELATIONSHIP** & **SERVICE MANAGEMENT** SYSTEM

ARE YOU **IN**•**FORMED**?

IN•**FORM** offers a new way to build stronger relationships with clients and improve the productivity of your service.

Made for and used by people like you, **IN**•**FORM** is a complete client relationship and service management system for housing organisations.

It's simple to use, yet packed with features to help you assess, manage, collaborate and improve.

IN•**FORM** aims to help housing organisations of all sizes make the most of information. It can help you:

- Accurately record and assess work with clients
- Capture and analyse service information, and
- Simplify and automate business processes.

With a wide range of tools to help managers and staff organise their work, **IN**•**FORM** is already being used by housing professionals across the country.

REAL-TIME **CLIENT RECORDING**

Record and review any aspect of your work with clients.

- Capture personal information, case histories, support plans and more
- Set and share alerts, tasks and actions within teams
- Use the built-in **Outcomes Star** system to assess client needs and monitor outcomes
- Record and report funding information like **Supporting People**.

360 DEGREE VIEW OF SERVICES

Collect and analyse a wide range of service information.

- Check the health of a service or organisation via a single data dashboard
- Run reports on rents, service charges, property maintenance, bed spaces, lettings and other data
- Use **IN**•**FORM** to manage performance and assess targets and trends.

MORE IN•FORM BENEFITS

- **Tailored to your needs** – we provide systems to single services, councils and national organisations
- **Add as you go** – thousands of apps mean that **IN•FORM** can change with your organisation
- **Be secure** – Built on Salesforce, **IN•FORM** provides 99.999% availability and data security
- **Join the cloud** – Because **IN•FORM** is web-based, there is no software to download or servers to maintain
- **On-going support** – Choose training and support packages to suit you
- **Low cost** – We offer discounted licences from the **Salesforce Foundation**. Benefit from a state of the art system at a low cost.

“ A user-friendly system that brings all our client information together and makes it easy to access.

John, Cyrenians

“ It has saved our managers time so they can focus on performance.

Kamran, Centrepoint

IMPROVED PRODUCTIVITY

Simplify your processes and improve the productivity of staff.

- Approve reports and actions using a flexible work-flow tool
- Enable staff to organise their work via a task management system
- Use alerts to let managers know about important client developments.

BETTER COLLABORATION

Improve communication with clients, staff and commissioners.

- Send out targeted email broadcasts to staff or clients
- Enable staff to talk or track issues via the 'Chatter' social media function
- Access information from anywhere using a PC, tablet or mobile
- Benefit from seamless integration with **Outlook** and **Microsoft Office**.



REQUEST AN **IN•FORM** DEMO

Get in touch to find out how **IN•FORM** can help you build stronger relationships with clients and improve the productivity of your service.

020 7840 4456

inform@homelesslink.org.uk

HOMELESS LINK

Gateway House, Milverton Street, London SE11 4AP
020 7840 4430 | www.homeless.org.uk