



### Universal Customer Tracking:

### *Capture + Track + Manage + Control + Report on All Services Delivered at the One-Stop Career Centers*

**Register today for a Free, Personalized Webinar**

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**Fact:** Workforce Development Boards nationwide are finding it critical to have the systems & controls in place to Track and Report "foot traffic" and "resource usage" of each job seeker entering the One-Stop Career Centers. During times of economic cuts, it's even more important to document and report on "all resources" used by and/or provided to every "job seeker".

Nowhere is this more true than in the federally funded social service industry, Workforce in particular where the pressure to deliver more services to the community with less financial resources is a requirement to retain funding. Deliver of services outside of an ITA or Supportive Services is equally as important to track and report in real-time.

#### **Solution:** SwipeIT

SwipeIT is a web-based application that allows you to automatically track, manage and control services you provide to each customer entering the One-Stop Career Center. Magnetic cards are optional and NOT required. All data captured is done through a web interface using a PIN for login OR captured by hardware devices; magnetic card readers, PIN pads or PC's. The system is designed to operate in the background, with minimal interaction required by staff, and automatically capture services delivered.

The system is comprised of 5 functional areas; 1) Single Repository of customer data for all One-Stops/Providers, 2) Services Menu, 3) PC Tracking & Service Tracking, 4) Customer Self Registration and 5) Reports.

#### **Benefits:** Complete Fiscal and Program Control within one system

✓ Accurate information to make informed decisions	✓ Performance of Common Measurements
✓ Activity-based Cost of all Programs	✓ Activity & Resource usage data for every job-seeker
✓ Improved Customer Service at the One-Stops	✓ Improved Operational Efficiency of Staff and Resources

