



What you can track, you can improve...

## FAQs

### WHY FIX SOMETHING THAT'S NOT BROKEN?

Just because something works, doesn't mean it's the best way. What you can monitor, you can manage. What you can track, you can improve. Outcomes Tracking formalises LOA tracking, giving you & your team a better data set to help everyone achieve better results. Stronger processes leads to improved scalability - and the aim of the game is growth. Automate or get left behind.

### WHAT SIZE OFFICE DOES IT SUIT?

The range of our Clients team sizes spans from 3 - 50. The price point is designed to suit the small companies, not just the big ones (with big budgets).

Rather than thinking, we'll use it when we get to ##, it's important to understand that Outcomes Tracking will support you in getting to ##. This is a procrastinating thought pattern that will delay your growth.

### HOW LONG DOES IT TAKE TO BECOME PART OF THE CULTURE?

The aim of the first 3 months is to establish solid usage systems, during this time higher levels of accountability help it become the new normal. Once the team has established consistent usage, give it another 6-12 months for the cultural shift to occur. Yourself and the team need time, and relatable examples to help you gain a deep understanding of how to work the numbers.

### WHAT IF IT'S NOT USED PROPERLY?

If it's not used properly you will not see the benefits or get much of a ROI. It is integral to get the rollout right to ensure usage doesn't become a long drawn out power struggle between you and the team. We work so closely with you in the early stages to help you through the adjustment period. The Core Leaders need to be bought in, and everyone need to be on the same page.

### WHO HAS VISIBILITY OF THE DATA?

Independent companies will have independent accounts. Anyone who has access to the online dashboard (Company manager log in or Overview manager with admin access) will be able to see your companies data.

Outside of your company, Kara (Director of Outcomes Tracking) and the development team have access to your account for support purposes.



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### **DOES IT WORK OFFLINE?**

Not yet. Currently the app requires an internet connection. A recent update has ensured that even in terrible reception the tracking functionality of the app still works smoothly with minimal lag. In Q1 2025 we plan to commence work on an offline mode, which will allow your team to track without connectivity. Cache will need to be cleared daily.

### **IS THERE WHITE LABELLING?**

Not yet. The customisable features allow clients to customise their companies version of the app, but all clients have the same Outcomes Tracking branding. We will be exploring White Labelling and further customisation options in 2025, as well as open API's allowing the apps data to connect to custom built Company Dashboards.

### **ARE THERE LOCK IN CONTRACTS?**

No. We do have a Client Service Agreement that is required to be signed prior to starting, but it just covers the T's & C's. The only time you are paying in advance is with the Start Up Package, beyond that, the subscription is billed in arrears based off monthly usage. We are confident that once you experience the benefits of automated LOA's there's no turning back.

### **IS THERE ORG LEVEL VISIBILITY?**

Not yet. As part of the Offline Mode development we will incorporate an Export PDF button into the Online Dashboard. So specific reports can be forwarded on to interested parties for comparative analysis. For now, simply sharing the Company access is the best way for Org heads to have the visibility, alternatively you can speak to Kara to arrange Org Reporting.

### **WHY WORK WITH KARA?**

Kara is a service driven industry expert with 12+ yrs experience in driving performance through improved systems and standards. She has a deep understanding of how you can harness the power of the data to achieve a cultural shift that leads to improved scalability. If you aren't the type that likes to study your stats, then utilise her expertise to analyse your data for you.



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### WHAT ARE THE PRIMARY BENEFITS?

The physical act of automating a manual process, is a step forward that highlights to your team an innovative approach, and your commitment to supporting their skill development. No more pen & paper, no more manual counting, no more generic coaching, no more assumptions, no more excuses, no more running blind, no more confusion behind results. Data is power.

### WHAT ARE THE SECONDARY GAINS?

Everyone tracks, so everyone at every level will benefit from the data. A cultural shift will occur where your team will become more focussed on the process and excited to work their numbers. Company benchmarks will improve standards, and improved standards help you attract & retain better people. Improved visibility = improved accountability= improved scalability.

### HOW CAN IT BE USED TO SUPPORT ORG GROWTH?

The Outcomes Tracking dataset can be used alongside your results & quality recognition. You can recognise high achievers across your org in not just results, but in work ethic, consistency and now that you can track skill over time, you can celebrate improvements. The data backs up your story telling and helps identify strengths and weaknesses to improve collective standards.

### WHAT IS THE RECOMMENDED USE CASE?

Every single interaction is tracked. An easy to follow system is established early on, everyone is using it in the same way so you can compare apple to apples. You incorporate it into your training days, your weekly goal setting, daily recognition, workshops, daily/weekly debriefs, and monthly / quarterly reviews. The more into it YOU are, the more into it your team will be.

### WHAT'S THE RETURN ON INVESTMENT?

The ROI can be astronomical. You're in control, so highs will be higher, your dips shorter. The bigger your team, the bigger the monetary return on small % improvements. If you were to not see any improvement (unlikely) your life will at least be easier. But all it takes to breakeven is 1-2 sales/wk...1 single persons improvements will cover the investment and the rest is money for jam.



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