



Ten Performance Manager for Social Housing A 5 minute briefing

Why use Ten Performance Manager?

Managers in the social housing sector are under constant pressure from organisations such as the Audit Commission and the Housing Corporation to demonstrate good management through their current performance and prospects for future improvement. Ten Performance Manager helps ease the pressure by providing an easy to use and fast to implement software system for defining, managing, analysing and reporting on all aspects of performance. Ten Performance Manager helps move you away from fragmented tools such as Excel, Word and PowerPoint to one integrated, all encompassing, on-line system.

Who uses Ten?

Ten is a leading supplier of affordable performance management software and expertise to managers in local government, social housing and other public sector organisations. Ten provides a structured approach to performance management that can be deployed throughout the organisation, translating strategic goals into structured tasks and measurable targets.

What is Ten Performance Manager?

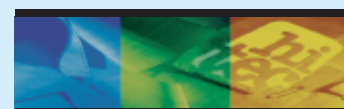
Ten Performance Manager is the performance management tool of Ten, an integrated suite of tools that helps you build a systematic and practical performance management system. It includes integrated functions that enable you to define and focus the strategies, objectives and actions that drive organisational improvements.

Ten Performance Manager brings your performance management data under one roof, allowing you to use its integrated features to gather, analyse, and communicate the information that measures your progress. By studying the performance data, you have information at your fingertips to decide the best course of action for your organisation, and to make sure that objectives are on track.

What is an integrated performance management framework?

The performance management framework consists of a number of elements which link together to provide an integrated approach;

- **Strategies** and **objectives** showing how strategic themes are being addressed and the objectives that have been set to deliver against these themes.
- **Programmes, projects and actions** showing what is being done to achieve the objectives and monitor progress.
- **Performance indicators** (including statutory, local and operational indicators) used to measure and monitor key factors of importance to an organisation, as well as for internal



and external reporting.

- **People**, including their roles and responsibilities for the elements described above.

These are the main elements of the performance management framework. The framework is flexible in that you are not forced to use all the elements and it can be extended to include additional elements such as standards. For example, KLOEs, IIP, EFQM and Balanced Scorecard.

What does Ten Performance Manager deliver?

Ten delivers a simple to use and interactive enterprise wide system providing access to performance management information at your fingertips. The information can be accessed through familiar web browser technology so that for the majority of users there is no need to install additional software.

Information can be viewed “top down”, from strategic objectives and business plans to the delivery details, or “bottom up”, connecting delivery detail back to strategic objectives. The system also provides a user centric view of an individual’s responsibilities.

The system shows snapshot information on delivery against targets for objectives, projects and performance indicators in a user-friendly way through traffic light colours or symbols and tables of information. Historic information is also available to analyse trends over time and provide an audit trail of past performance.

How long does it take to implement and what do we need to do?

As a web browser based tool, Ten can be implemented in a very short time. We provide you with a ‘ready to go’ templated system: This means that a basic look and feel has been set up and all you need to do to deliver a working system is add your objectives, actions, people and indicator data, and change the corporate look and feel to match that of your organisation.

How does Ten fit in with my existing systems?

Ten interfaces easily to the everyday tools your people use, including Microsoft Office applications, housing systems, and business intelligence tools, removing the need to re-input information. Information from Ten can also be sent back to these tools for general communication purposes or for complying with the information collection requirements of regulators/authorities.

What if things change?

They will. Whether through organisational changes or new performance management requirements. Ten is designed to be flexible and customisable to easily accommodate these changes.

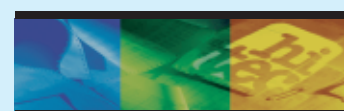
How can I find out more?

More information is available on our website at www.tensoftware.com, or if you would like to discuss the use of Ten in your organisation, call us on 01327 811199.

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