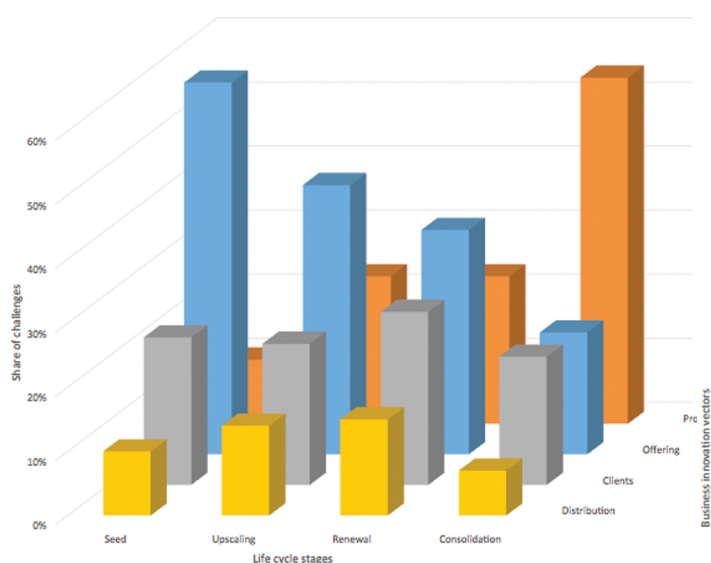


A coaching programme requires professional networking. The CaseTracker supports key functions of the coaching programme with its proven components:

The collaborative workflow system for local Key Account Managers (KAMs), coaches and programme managers. It traces information from the SME needs analysis down to the SME feedback.



The Key Performance Indicator system, which is calculated on feedback from SME beneficiaries, KAMs and coaches. It indicates areas for continuous learning and improvements.



Example of challenges by life cycle stages of SME beneficiaries

The statistics and reporting system, which includes the multi-criteria selection dashboard, output options in form of graphics, exportable statistics, lists, and exportations functions.

The financing system, which provides lists and statistics of coaching activities financed by single or multiple financial resources.



"Case Tracker is an amazing tool, developed together with the users. It organises the actors around the SME cases and supports the process from capturing SME priorities to collecting their feedback on the coaching received. It provides very interesting insight on funded SMEs, opening the door for the design of tailored business acceleration services."

- Pierre Roubaud
Head of Sector Coaching and Support
at the EU Executive Agency for SMEs