

What is Penelope?

Penelope is a reliable and configurable Canadian cloud-based case management system that helps hundreds of social service and nonprofit agencies around the world manage and track client and service data in one place, streamline their processes, and improve client outcomes, while keeping data secure.

Penelope comes equipped with the case management tools you need, including: scheduling, billing, fully digitalized smart forms, referral management, automated workflows and tasks, client engagement tools, and demographics tracking, just to name a few!

Designed For You.

In our almost 20 years of business, we've been listening to our customers' feedback and using it to evolve and shape the changes we make in Penelope. Here are just some of the ways Penelope can help maximize the value of your investment and make life easier for your staff and clients.

Keep all client information in one place	Conveniently track each client or family's information in one case file that contains their service history, notes/documents, communications, and more.
Improve the client experience	Empower your clients to participate in their care using mobile engagement tools like our client portal, ClientConnect, and online web form, Add.Me.
Streamline your processes with automated workflows	Automate your workflows by using action triggers to send notifications, tasks, and alerts - like SMS and email appointment reminders - to staff and clients.
Use detailed reports to make better decisions	Organize your data in an unlimited number of ways with our flexible reporting and export options, and access stunning data visualizations with Tableau, our add-on reports suite.
Track staff time and make scheduling easy	Easily schedule appointments for staff and clients across multiple locations, use event reminders to reduce no-shows, and get one-click access to a snapshot view of all appointments at your agency each day.
Keep your team connected	Securely send messages to team members and manage your calendar to stay on top of tasks, reminders, and appointments.
Save time with smart forms	Eliminate paper forms, improve accuracy, and reduce data entry with our smart and easy-to-use document creation tool.
Easily track referrals	Get a complete picture of each client's journey, from intake to aftercare, with comprehensive inbound and outbound referral tracking.
Track billing activities for clients and funders	Manage invoices, payments, and credits for clients and funders with our convenient, out-of-the-box A/R billing module.
And so much more!	Visit our website or give us a call to learn more about our robust feature set!

“Best case management software ever! It's all in one - we don't have to fool around with multiple software programs for various functions.”

Kim Hamilton, CCRC Peterborough, Canada

How secure is Penelope?

“... We are also ISO certified for information security management, and our secure data centres provide a 99.99% uptime guarantee, so your system is always available for your staff.

Athena is also ISO/IEC 27001:2013 certified for our information security management systems, and we are trusted by tens of thousands of users around the world to store and protect confidential client information. Penelope is also backed by a 99.99% uptime guarantee so you can focus on helping your clients while we take care of system updates, backups, and disaster recovery... “

Country	Where is data hosted	Host	Certifications
USA	USA	AWS	CSA Cloud Security Alliance Controls, ISO 9001, PCI DSS Level 1, SOC 1, SOC 2, SOC 3, ISO 27001, ISO 27017, ISO 27018, NIST, HIPAA
Canada	Canada	AWS	See above, plus PIPEDA.
Australia	Australia	AWS	See above, plus IRAP.
Europe	UK	AWS	See above, plus G-Cloud, EU/US Privacy Shield, Cyber Essentials Plus, CISPE
New Zealand	Australia	AWS	See Australia above.
Rest of World	Canada	AWS	See Canada above.