Crisis Management & Humanitarian Relief Solution

This ServiceNow solution enables organizations of any size or scale to manage a disruptive event that threatens harm to a democratic society.

When a disaster strikes, time is of the essence. Public sector agencies leading crisis management relief efforts need best-in-class tools to orchestrate relief efforts for the disaster survivors in need.

The monumental task of coordinating large-scale relief efforts-- that may span multiple departments, agencies, and private sector organizations -- to focus care to those impacted requires agility, consistency, and accuracy. As developments unfold, changes must be implemented quickly to mitigate risk and continue directing resources where it's needed the most.

This ServiceNow® solution, built on the customer service management platform (CWF), enables governments & organizations to support complex coordinated responses in less time and with increased accuracy, delivering critical care to those persons in need. By leveraging investments in cloud-based solutions, relief agencies can stand up a fully functioning digital crisis enterprise management solution that includes self-service natural language search, and AI-assisted virtual chatbots, offline support for users with limited connectivity, case management, and even field service management capabilities…in weeks, not months.

Crisis Management with ServiceNow

Addressing natural or human-made crises requires the integrated workflows between resources, equipment, and talent to deliver care to survivors in and after an emergency. This ServiceNow solution provides emergency response teams with a complete suite of tools designed to support a rapid response for people affected by natural and human-made disasters including:

- Response team selection based on location and personnel skillset
- Asset and equipment management, selection, ordering, tracking and monitoring
- Mission budget management and approval process
- Coordination with local and state agencies, suppliers, and partners
- Automating communications and omnichannel support for mission success
- Mobile app for team members conducting onsite tasks
- Integrated reporting to track mission status, assets, budget, and training compliance

Results with ServiceNow

The ServiceNow® solution connects first responders, supporting departments and drives shorter response times, delivering relief faster to the survivors impacted by a disruptive event.

Mobile capability for crisis management
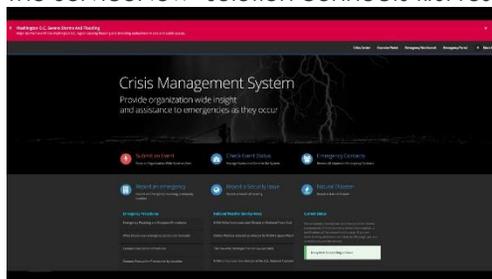
To learn more, visit servicenow.com

ServiceNow Benefits

During a crisis, time is of the essence

Increase efficiencies by automating tasks for routine requests with a digital catalog and provide customized self-service based on established entitlements and knowledgebase articles.

Provide end-to-end response expertise

Shorten action towards resolution by automatically assigning the right resource with the right experience.

Unstoppable cloud delivers unlimited support

ServiceNow is built on a highly scalable, state-of-the-art cloud infrastructure. With a clustered application and database server architecture, there is no known limit to the scalability of the ServiceNow implementation.

Data based decisions

Utilize real-time analytics and dashboards to visualize trends, respond quickly, and remove roadblocks with self- service options and outbound customer notifications.

Support unlimited customers across diverse channels

Deliver service to customers over their channel of choice— web, telephone, chat, or text—any- time, anywhere, and from any device.

Help the community

Humans helping humans. Users helping users solving challenges from a broad perspective. Digital communities bring people closer.