Managed Crisis Recovery

Designed and built on the ServiceNow platform, the Managed Crisis Recovery solution enables organizations to respond quickly to disaster recovery situations by standing up a single front-end customer portal for users to make a request for reimbursement. It empowers reviewers, supervisors, customers, and government agencies to virtually engage and drive more operational efficiencies in supporting high-need and vulnerable populations.

Challenge	Solution	Potential Benefits
Common challenges faced by organizations in disaster situations:	**The Managed Crisis Recovery solution enables organizations to respond quickly to customer requests.**	• Improves self-service capabilities for end-users through forms and dashboards
• Lack of easy access to relief programs	The web-enabled solution provides access to relief programs with an easy to navigate user experience.	• Improves user experience for applicants and fund disbursement administrators; reduces back-and-forth communication
• Time lag between application and reimbursement of critically needed funds	• Ability to toggle between languages	• Improves effectiveness and efficiency of funds disbursements when needed most during a crisis
• Lack of visibility on relief status by applicant, businesses and administrators	• Ability to assess information via data tables and/or API's to drive validation and either allow or halt further processing	• Reduces fraud and misuse using authentication (e.g., email / password requirements)
• Inefficient manual processes for disbursement processing	• Lifecycle view of the application process and where the applicant currently stands	• Enables program-wide administration and reporting
• Inability to work cases remotely	• Multi-agency administration with centralized accountability and full audit trail	• Increases operational efficiency and reduces processing errors
• Inability to track disbursements and visibility into aggregate program funding		
• Lack of centralized control over relief management given multi-agency oversight required		

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CRISIS RECOVERY FUNDS ELIGIBITY & DISBURSMENT PROCESS

ServiceNow manages the activities across all phases of the crisis recovery funds lifecycle.

MANAGE REGISTRATION

Enable users to register for an account to tie all activity to a profile.

OFFER PROGRAMS

Host application programs (e.g., Restaurant and Bars Business Stabilization Program)

ROUTE FOR APPROVALS

Administrators are notified of completed forms pending their review and action. Visually track status and approvals.

VERIFY SUBMISSION

Users sign terms and conditions and electronically sign the form.

PROCESS APPLICATIONS

Users navigate form that gives an overview of the program and checks eligibility; collects information needed for review by program administrators

Improved management of funds disbursement and reporting

WHY DELOITTE AND SERVICENOW?

Deloitte helps our clients enhance business outcomes by leveraging ServiceNow as an end-to-end digital workflow platform. We don't just leverage ServiceNow to automate your current processes: We reimagine how work gets done, delivering material improvements in revenue and cost reduction with higher job satisfaction.

As a leading Global Systems Integrator and ServiceNow's Global Transformation Partner of the Year, Deloitte applies its breadth of industry and technology experience to help clients extract value from this powerful technology to create a united workflow with one platform.