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# **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.

Solution

## Challenge

#### Common challenges faced by organizations in disaster situations:

- Lack of easy access to relief
  programs
- Time lag between application and reimbursement of critically needed funds
- Lack of visibility on relief status by applicant, businesses and administrators
- Inefficient manual processes for disbursement processing
- Inability to work cases remotely
- Inability to track disbursements and visibility into aggregate program funding
- Lack of centralized control over relief management given multiagency oversight required

#### The Managed Crisis Recovery solution enables organizations to respond quickly to customer requests.

The web-enabled solution provides access to relief programs with an easy to navigate user experience.

- Ability to toggle between languages
- Ability to assess information via data tables and/or API's to drive validation and either allow or halt further processing
- Lifecycle view of the application process and where the applicant currently stands
- Multi-agency administration with centralized accountability and full audit trail

## Improves self-service capabilities

**Potential Benefits** 

- Improves self-service capabilities for end-users through forms and dashboards
- Improves user experience for applicants and fund disbursement administrators; reduces back-andforth communication
- Improves effectiveness and efficiency of funds disbursements when needed most during a crisis
- Reduces fraud and misuse using authentication (e.g., email / password requirements)
- Enables program-wide administration and reporting
- Increases operational efficiency and reduces processing errors

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## **CRISIS RECOVERY FUNDS ELIGIBITY & DISBURSMENT PROCESS**

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

**ROUTE FOR APPROVALS** 

Administrators are notified of

completed forms pending their

review and action. Visually track

status and approvals.

#### MANAGE REGISTRATION

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

#### VERIFY SUBMISSION

Users sign terms and conditions and electronically sign the form.

#### **OFFER PROGRAMS**

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

#### **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.

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