Unified Solutions for Disaster Response Readiness

- Contact Center Solutions
- Web-Based Intake and Data Processing
- Technical Program Support

Navigating the unpredictable dynamics of emergencies and disasters can make quick and effective responses challenging. Our comprehensive readiness and response approach emphasizes rapid information processing, resource allocation, equitable aid distribution, and transparent communication. This ensures that state and local governments adeptly meet evolving response demands in a timely and budget-conscious manner.

We understand the commitments that governing bodies have to respond swiftly and effectively to disasters and emergency events. Our two-part readiness and response technology solution includes both pre-event planning/preparation and post-event implementation.

Pre-Event: Response Readiness

Our **Response Readiness Plan** incorporates the following three steps:

- Response Readiness Setup
- Response Readiness Testing
- Standby Hosting

The response readiness setup provides the opportunity to pre-configure intake forms and contact center systems to support an event, allowing rapid activation when needed. With our comprehensive testing process, the solution will meet the need and will be incorporated into other response activities effectively. Standby hosting ensures that the system is active and can be turned on whenever needed, while keeping costs low during periods of inactivity.

Response Readiness Setup

- Configuring intake portal
- Telephone system structure
- Customized branding
- Email / texting communications setup
- Report creation and pre-configured metric formulation

Response Readiness Testing

- Simulated operations
- Live agent walk-through
- Readiness testing
  - 2 days active exercise
  - 2 days pre-planning
  - 1 day post-test review

Standby Hosting

- Licensing and role profiles set up for immediate scaling when activated
- Voicemail and callback functionality readiness
- Cloud hosting / security / performance monitoring in place

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Post-Event: Response Activation and Operation

Our **Response Activation and Operation** approach increases resources dedicated to support the intake application and contact centers when supporting a disaster or other event. The approach includes:

- Activation of intake systems operations
- Contact center staffing and communication systems activation
- Optional additional technical program support

These support systems are designed to be operational within 24 hours of an event and can be applied across a state and its affected counties and cities to provide a common management tool and service.

Having a pre-configured solution ready to respond can help provide immediate response services with the infrastructure and system support needed so that state, county, or city personnel can focus on other response activities immediately following an event.

Because the needs and depth of support in terms of staffing and technical assistance may vary, our team's experience and expertise provides customized solutions that are best for each unique need.

User Experience

Application submission and processing utilizes a shared interface, providing a cohesive experience for all users. The pre-configured application form includes an intake review stage, with the option to include additional stages of processing as the disaster event unfolds. This helps support the applicant experience, and the processing and delivery of services throughout the disaster response and recovery lifecycle. The interface is intuitive and can be accessed from desktop computers, laptops, and mobile devices.

Applicant Experience: An applicant follows a web address to a preconfigured application form that includes the capture of applicant and co-applicant information, household information, insurance and banking information, and the ability to upload documents. Our application has undergone stringent security and penetration testing and leverages security controls within the Amazon Web Services Cloud. Address validation through Sentry is also included.

Intake Management Experience: Team members, including contact center personnel, can filter and search applications to provide further assistance to applicants who have already submitted service requests. Access to applications can be assigned by stage and project, so only those who need access to support the response can see the information submitted. This allows those individuals who may be supporting multiple events, possibly across county lines, to toggle between projects (or counties) if they need to support more than one project.

Contact us to learn how we can help with your readiness and response efforts.

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