

US Navy & Marine Corps Emergency Management Solution

This ServiceNow solution enables the DON and its commands to efficiently manage a disruptive event that threatens harm to a democratic society.

When a disaster strikes, time is of the essence to support your people. ServiceNow enables the Navy and Marine Corps to use best-in-class, modern IL4-cloud based tools to orchestrate notification efforts for those sailors, civilians, and contractors in need.

The monumental task of notifying and coordinating effective responses-- that may span multiple departments, commands, and locations-- to focus awareness and accurate information requires agility, consistency, and accuracy. As developments unfold, changes must be implemented quickly to mitigate risk and continue directing resources where they are needed the most.

This ServiceNow® solution enables Commands to support complex notifications and guidance in less time and with increased accuracy, delivering critical situational awareness to those persons in need. By leveraging investments in cloud-based solutions, the Navy 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 knowledge management capabilities...in weeks, not months.



ServiceNow Benefits

During an emergency, time is of the essence

Increase efficiencies by automating notifications, aggregating check-in, and providing transparency to real-time information.

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 to ensure uptime during an emergency implementation.

Data based decisions

Utilize real-time dashboards to visualize responses, respond quickly, and limit disinformation.

Support sailors and civilians across diverse channels

Deliver updates to individuals over their channel of choice--web, email, chat, phone, or text--anytime, anywhere, and from any device.

Emergency Management with ServiceNow

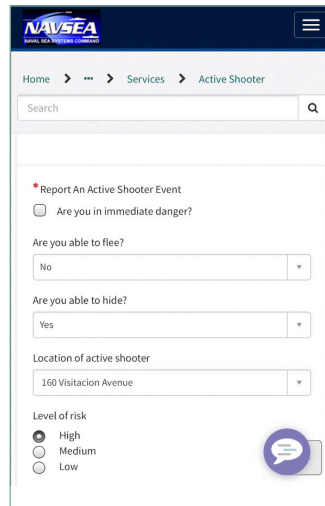
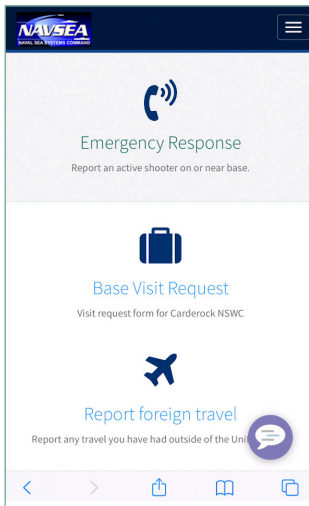
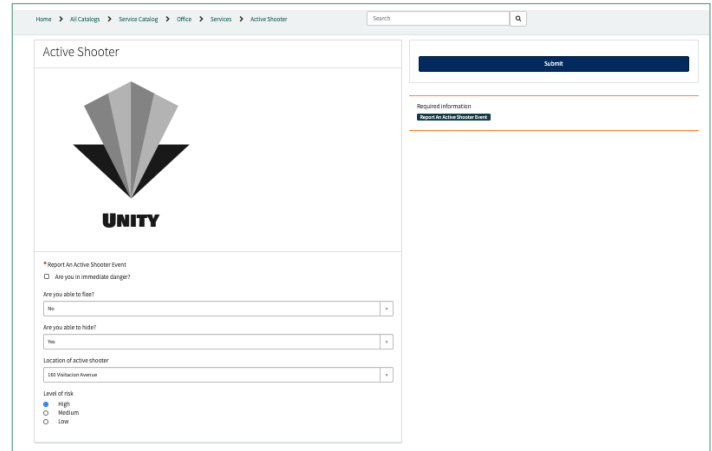
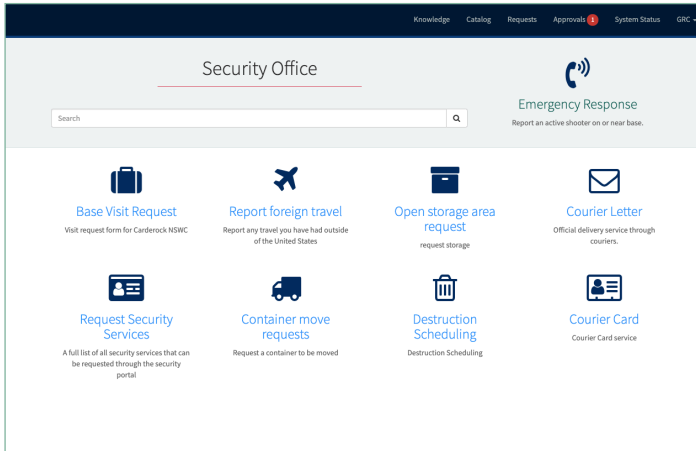
Addressing natural or human-made crises requires the integrated workflows between resources, equipment, and talent to deliver care to survivors in and after an emergency. This ServiceNow solution provides emergency response teams with a complete suite of tools designed to support a rapid response for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

- Emergency Notification of Imminent Threat to Personnel – Active Shooter, Bomb Threat, Weather Related, etc.
- Accountability Check-In
- Automating communications and omnichannel support for increased situational awareness
- Omni-channel support includes, web, email, and Mobile functionality
- Integrated reporting to track status and aggregate responses
- Response team selection based on location and personnel skillset



Results with ServiceNow

The ServiceNow® solution connects personnel, departments, and drives shorter response times when time is most critical. This allows personnel to make impactful decisions as they are impacted by a disruptive event.



Contact Us

To learn more, visit your.servicenow.com/navy and contact navyteam@servicenow.com