

CITIZENS DISASTER RECOVERY SOLUTION



Citizen Disaster Recovery Solution delivers Citizens Disaster Assistance through a technical platform that provides knowledge of and access to benefits across multiple agencies and coordinates efforts between them.

- Reduces **citizens** need to input multiple data sources by 50%
- Provides a **user friendly** interface to constituents
- Shows Governments ability to leverage technology **which** improve the constituent process in a **disaster**.



CDRS Business Benefits

Reduce TCO

- Reduce unnecessary work for front line staff
- Enable robust citizen self-service
- Reduce the cost of future technology

Support Staff

- Reduce data entry into multiple systems
- Identify targeted programs and services for the applicant across agencies

Improve Outcomes

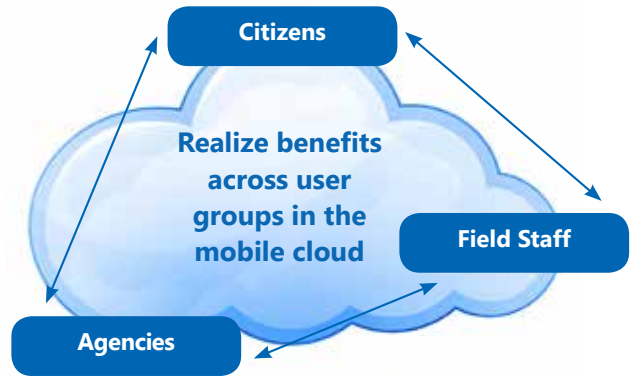
- Shorten time to receiving benefits
- Reduce gaps in services through a cross-agency approach to benefits

Expand Access

- Improve accessibility of benefits: multiple programs through a single pre-application
- Shorten application by pre-populating data

HCL's Government Practice

HCL has been providing technology and business solutions to government customers for more than 16 years in the US and world-wide. With the backing of a \$6.5 billion dollar IT firm, we have the resources and experience to support your IT initiatives across government.



iGOVERN® Suite of Products

CDRS is part of HCL's iGOVERN® suite of citizen-centric solutions, architected to enable Government to Citizen (G2C) connect and improve back-office efficiencies, transparency and productivity. With iGOVERN® you get proven technical underpinnings and an approach to help ensure success. With over 16 years of experience, HCL's government & public sector practice is based on our philosophy of 'IT is about the citizens'. We at HCL, strongly believe that a citizen is the focal point for all governance activities and initiatives.



The Salesforce Platform

- Solution built using Service Cloud, Customer Communities & Sites
- Mobile first user interface, designed for tablets and smart phones
- Real-time interface to DARS (Damage Assessment Reporting Solution), built on the Force.com platform
- Real-time interface to agency intake applications
- Customer community functionality allows users to log cases, and return to view case status and comments
- Service Cloud functionality allows state employees to manage; Claimants, Cases and Disasters
- Native platform functionality such as Chatter and Reporting facilitate case resolution and assist in management oversight

