Emergency Response Management

Respond to any crisis, from COVID-19 to whatever lies ahead.

Responses to pandemics, like COVID-19, natural disasters, and other crises require a wide range of interdisciplinary and coordinated actions including communications, reporting, tracking, treatment, incident management, and recovery planning.

Salesforce Emergency Response Management enables government agencies, public health organizations, and private employers to launch a best-in-class response in a matter of days to accelerate the delivery of stabilization and recovery services for their customers and employees, and scale the impact of emergency responders and frontline volunteers.

“This strategy gave us a sense of empowerment, because we could be proactive with some of our biggest problems, take control of the situation, and put a solution into play.”

Mayor Milissa Holland | City of Palm Coast, Florida

Read the full case study: sfdc.co/PalmCoast

Emergency Response Powered by the Salesforce Customer 360

Workforce Agility and Continuity
Drive resident and employee wellbeing, as well as crisis management, through easy-to-use applications – including access from home to maintain continuity of essential services.

Flexible Mobilization of Critical Resources
Create productivity applications and deploy resources for new and existing services to address incidents during an emergency.

Launch Quickly for Maximum Impact
Emergency Response Management can be provisioned within minutes and configured for your mission within days to accelerate the effectiveness of emergency responders and delivery of stabilization and recovery services for customers.
For Public Sector

Emergency Response Console
Increase collaboration with a complete, shared view of emergency request lifecycle.

Emergency Response Management Mobile
Help field responders get the job done with visit planning and execution.

Community Cloud Plus for Public Sector
Use prescreening, incident management, and resource request community templates to share trusted information.

For Public Health

Patient Triage and Evaluation
Amplify reach with self-service and digital tools to identify, assess, and interact with patients.

Patient Engagement and Monitoring
Empower care teams to remotely monitor and quickly connect patients to the right care.

Manual Contact Tracing
Assess potential exposure to communities and conduct ongoing monitoring of confirmed patients.

For Private Sector

Return to Work Employee Engagement
Evaluate employee health, understand their issues, and conduct regular status check-ins.

Manual Employee Contact Tracing
Enable employers to reduce workforce exposure and understand which employees are impacted.

Employee Support Requests
Quickly execute employee support programs to maintain workforce continuity and return to work.

Visit Salesforce.com/ERM to learn more about how the Salesforce Customer 360 can power your communities’ emergency response and recovery.

Salesforce is helping communities get back to work.
To help public and private sector organizations navigate a return to work following the COVID-19 crisis, we’ve packaged new product and solution offerings for you to explore on Work.com. Visit Work.com today to explore how you can safely and effectively ramp up your operations following an emergency response situation.

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