AUTOMATION ANYWHERE

Center for Humanitarian Technology

Scaling Humanitarian Aid with Automation to Reach More Families Faster

Center for Humanitarian Technology

Managing **400%** more humanitarian aid requests in Ukraine with bot technology to improve, expedite, and scale processes, giving time back to volunteers for critical direct services.

Automation for good outcomes

153,000

aid requests from users processed by the bot over 20 months

400

hours saved and repurposed into direct humanitarian support by using automated intake bot

500+

projected hours returned to volunteers each year from using reporting bot, freeing up volunteers to provide additional aid

50,000

families received aid after requesting support through intake bot

Challenge: Demand exceeds capacity of nonprofit volunteers

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> When you look under the hood of a nonprofit, what you see immediately are process and technology challenges. Step with Hope volunteers were taking notes during phone calls instead of spending time on in-person interactions, and people still couldn't get through for help.
>
> Caroline Suni,
> CFHT Product Manager

In September 2022, the UN Refugee Agency reported that almost 18 million people in Ukraine needed humanitarian assistance, especially vulnerable groups fleeing the war. As the emergency situation escalated, the demand for aid increased beyond the capacity of non-governmental organizations (NGOs) to deliver life-saving resources like food and medicine.

Ukrainian NGOs such as Step with Hope (Крок з надією) with about 100 local volunteers are critical for ensuring internally displaced people (IDPs) and refugees receive much-needed aid. People are the organization's greatest asset; volunteers who embody Ukraine's strong culture of service provide essential goods and human interactions.

In the early part of the conflict, Step with Hope connected with around 1,600 families each week, logging requests by phone for help finding lodging and accessing food, hygiene supplies, medicine, and counseling support. Through various in-person touchpoints, Step with Hope volunteers connected IDPs with crucial resources and coordinated weekly grocery pickups at Evacuation Centers.

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> Using the Automation Anywhere technology to improve access to food and medicine shows the versatility of the platform and the company's commitment to social impact. This collaboration was a great example of how we can help solve technology challenges faced by humanitarian organizations across the globe.
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> Dean Hamilton,
> Founder and Executive
> Director of CFHT

Solution: 'Telegram for Humanity' Bot automates aid requests, freeing up volunteers' time for meaningful human support

To meet the growing demand for aid, Step with Hope needed to rapidly scale its operations and enable overburdened volunteers to focus more of their time on end-to-end personalized support with IDPs and refugees. Data collection is essential for efficient, coordinated, and effective humanitarian responses—but in a crisis, NGO volunteers and frontline staff often lack access to the information required to provide relief in a timely manner.

Intelligent automation was the ideal solution. Enter the Center for Humanitarian Technology (CFHT), a nonprofit organization founded in 2022 that harnesses the power of technology and operations solutions to optimize global humanitarian efforts with NGO partners. As part of their mission in Ukraine, CFHT first worked to bring Step with Hope's process online, accepting and processing aid requests through Telegram's instant messaging service. This new system made intake easier, but it was still a time-consuming manual process that could not keep up with the hundreds of new tickets each day.

CFHT partnered with Automation Anywhere to deploy the 'Telegram for Humanity' Bot to drastically increase intake speed and accuracy and save hundreds of hours to connect more people with critical resources. As a result of the customized bot, more data was captured at the onset, which helped assign IDPs to the correct support center and made repeated interactions easier. Most importantly, the responsive, user-friendly bot enabled Step with Hope volunteers to use more of their valuable time on direct support of displaced families and less effort processing and validating requests for aid.

Results: Streamlined channels of communication for IDPs and refugees

Automation helped humanize aid requests and enabled 150,000+ people in crisis to use a better, easier process to receive support. In the first 10 weeks of use, the 'Telegram for Humanity' Bot processed more than 17,500 requests from over 14,000 people. The bot successfully handled the variability in assistance requests, managing instances with 4-5x more tickets per day without a decrease in productivity—ultimately saving a total of 400 hours for volunteers to repurpose into essential direct relief. Other improvements included:

→ Simplified intake to reduce the effort needed to reach IDPs and refugees

→ A common source of information to track requests and minimize friction

→ More accurate data including history of needs for improved support

Next Steps: Automated reporting with 'Help ID' Bot for better compliance and verification of aid recipients

CFHT has deployed another process automation in Ukraine with Automation Anywhere software. The 'Help ID' Bot simplifies reporting, eliminates manual data processing, and manages sign-in data, which will save an estimated 520 hours annually for Step with Hope's volunteers across the 10 most active centers. The bot also verifies that the correct IDPs receive aid and helps document the NGO's impact.

Automating user IDs enables NGOs to shift verification of IDPs and refugees from a manually intensive process to a just-in-time workflow, which identifies those in need and delivers aid better and faster when people need it most.

The partnership with Automation Anywhere helped CFHT develop a technical-learning mindset and emboldened them to envision a new realm of possibilities, says CFHT Product Manager Caroline Suni. As the need for life-changing humanitarian aid persists around the world, CFHT continually seeks more opportunities to automate processes and enable more impact.

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AUTOMATION ANYWHERE

About Automation Anywhere

Automation Anywhere is the leader in AI-powered process automation that empowers organizations to drive productivity gains, foster innovation, improve customer service, and accelerate business growth. Learn more at www.automationanywhere.com

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