

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

Automation for good outcomes



400

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



5,000+

Individuals who received aid after requesting support through intake bot



17,500

Aid requests processed by the bot from 14,000+ Ukrainians in 10 weeks



39%

Growth in Step with Hope centers (from 18 to 25) resulting from greater demand revealed by automation technology



500+

Projected hours returned to volunteers each year to provide more relief because of reporting bot



Challenge: Demand exceeds capacity of nonprofit volunteers to deliver aid

In September 2022, the UN Refugee Agency reported almost 18 million people in Ukraine needed humanitarian assistance, especially vulnerable groups fleeing the crisis. As the emergency situation continued, the demand for aid increased beyond the capacity of non-governmental organizations (NGO) to deliver quality, personalized care.

Local NGOs like **Step with Hope** (Крок з надією) with about 100 volunteers inside the country 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 giving back and provide essential human interactions. In the early part of the conflict Step with Hope connected with about 1,600 families each week, taking phone-in requests for help finding lodging and accessing supplies, hygiene, and counseling support. Through various touchpoints, volunteers connect IDPs with resources to meet their unique needs and coordinate weekly grocery pickups at Evacuation Centers.

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

To meet the growing demand for aid Step with Hope needed to scale its operations quickly and enable overburdened volunteers to focus more of their time on end-to-end personalized support with IDPs and refugees. Intelligent automation was the tech for good 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 accommodate hundreds of new tickets each day.

CFHT partnered with Automation Anywhere, deploying Robotic Process Automation (RPA) technology with the 'Telegram for Humanity' Bot to drastically increase intake speed and accuracy and save hundreds of hours to connect more people with 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 with families and IDPs and less effort processing and validating requests for aid.



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

Results: Streamlined channels of communication for IDPs and refugees

Automation helped humanize aid requests and enabled over 5,000 people in crisis to use a better, easier process to get critical 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 4x-5x more tickets in a single day without a decrease in productivity—ultimately saving a total of 400 hours for volunteers to repurpose into essential direct relief.

- Simplified intake to reduce the effort needed to reach IDPs and refugees.
- Common source of information to keep track of requests and minimize friction.
- More accurate data with history of people's 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 about 520 hours annually for Step with Hope's volunteers across the 10 most active centers. The bot also verifies that the correct IDPs are receiving needed aid every day and helps document the NGO's impact.

Data collection is essential for efficient, coordinated, and effective humanitarian responses, but in a crisis, NGO volunteers and frontline staff often lack access to quality information to provide relief in a timely manner. 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 precisely when people need it most for real human impact. As CFHT identifies more opportunities to help deliver lifechanging humanitarian aid, Automation Anywhere remains an essential impact partner.



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 is just the beginning of our partnership to solve technology challenges faced by humanitarian organizations across the globe."

Dean Hamilton

Founder and Executive
Director of CFHT

About Automation Anywhere

Automation Anywhere is a global leader in Robotic Process Automation (RPA), automating business processes with software bots performing repetitive, manual tasks, resulting in productivity gains and improved customer experience. Visit www.automationanywhere.com.

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