

servicenow.

***Saving lives and lifting lockdowns with ServiceNow's Vaccine Administration Management***

*ServiceNow Perspective Version 1.0*

ServiceNow Inspire Value

22-Jan-2021

## Executive Summary

### A once in a lifetime challenge

After months and months of shutdowns and quarantines, finally the vaccines are ready. Governments, healthcare organizations, pharmaceutical companies, and others need help to get the vaccines to citizens in a fast and efficient way. Successful vaccine distribution, administration, and monitoring are essential, not only for health and safety, but also for **each country's future prosperity**

### Catalyst for change

Typically, **10 – 15% of the population is vaccinated once for the flu each year.** The situation demands a new approach as the majority of the population will now need to be vaccinated twice. The involved parties need to be able to orchestrate all the critical elements and information with vaccine management whilst leveraging existing infrastructure.

**now.**

### Why ServiceNow

As the leading platform of platforms, ServiceNow can help orchestrate vaccine management by connecting workflows from distribution through administration to monitoring. Government health care agencies and other related organizations can leverage our **Vaccine Administration Management** solution to ensure supplies, people, and critical information arrive at the right place, at the right moment and support government strategies.

- Reduce COVID-19 morbidity
- Support effective and efficient vaccine distribution
- Assist with return to pre-pandemic quality of life

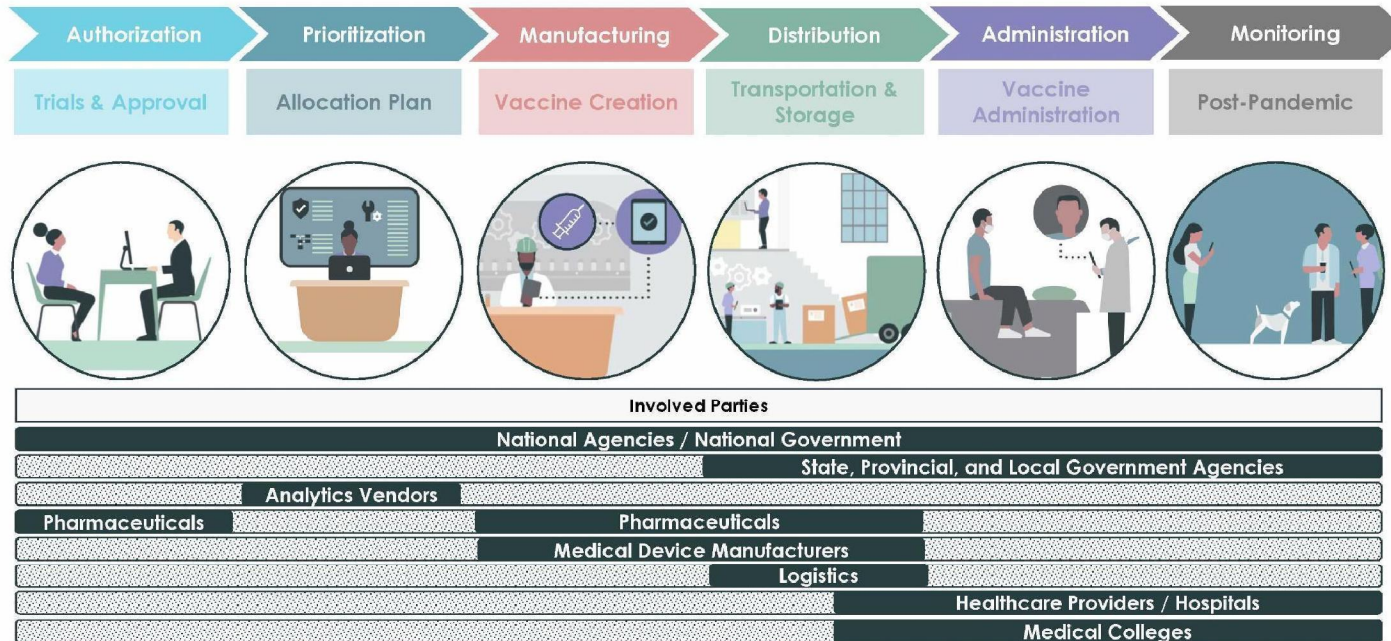
ServiceNow is committed to helping you manage the unique, evolving challenges presented by the pandemic. Our digital workflows simplify complexity, so you can focus on what matters most – your citizens.



**7,8 BN**  
Global  
Population

**x2 Doses**

# ServiceNow connects the vaccine management value chain



# Vaccine Administration Management addresses key Government Priorities



## Our Understanding of Government Priorities



## Challenges and shortcomings to be addressed



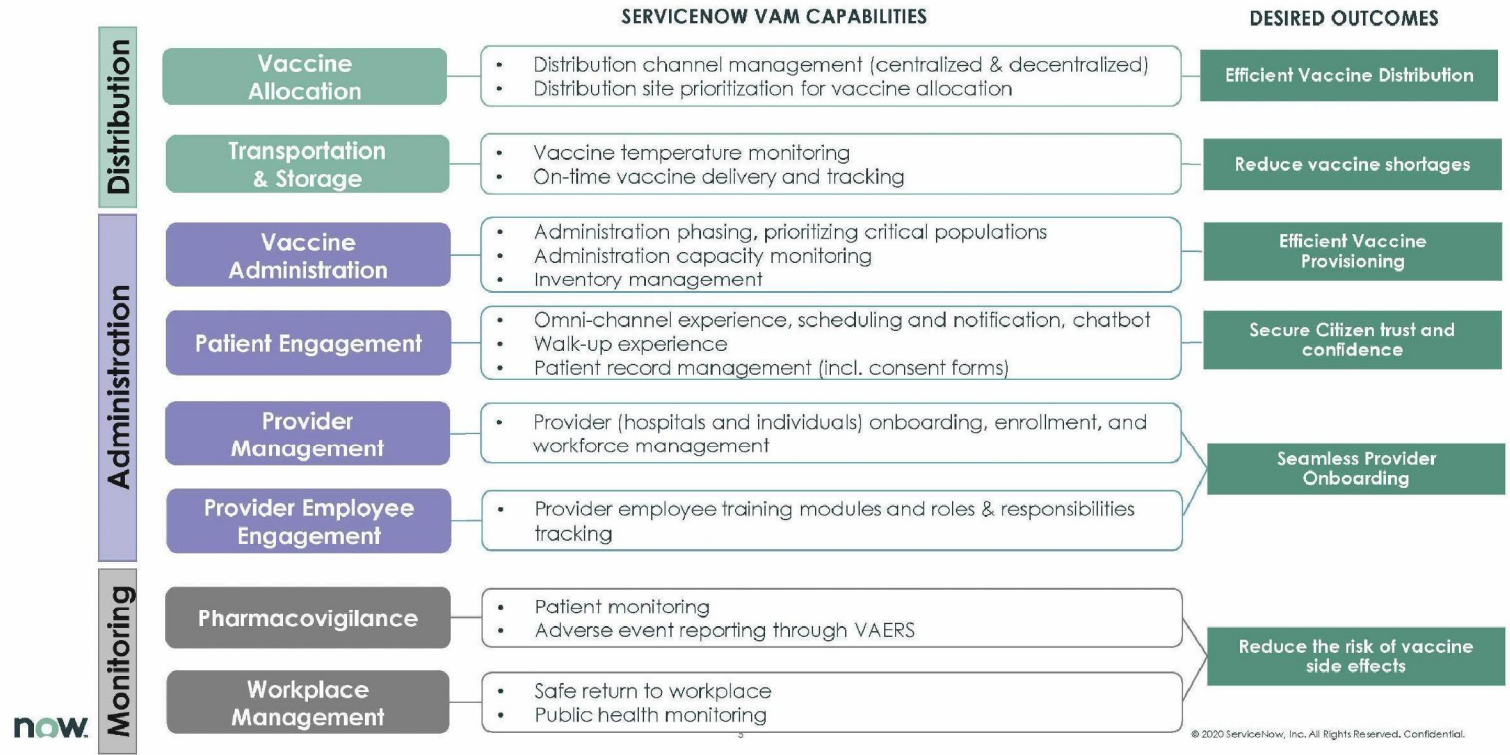
## How we can accelerate your ability to address these challenges



## ServiceNow can deliver






# How does ServiceNow Help?



## Key Value Claims for Vaccine Administration Management Solution

The ServiceNow® Vaccine Administration Management application accelerates the immunization process by delivering out-of-box content to manage vaccinations

 <p><b>Clinician and Support Staff Productivity</b></p> <p><i>"Allows my clinician and support staff to manage vaccine scheduling and administration workload efficiently"</i></p> <ol style="list-style-type: none"> <li><b>Increase support staff capacity</b> through efficient citizen self-service</li> <li><b>Seamless provider onboarding</b> through intelligent training and support</li> <li><b>Efficient vaccine provisioning</b> through intelligent case handling and correct citizen prioritization</li> <li><b>Improved clinician and support staff scheduling</b> through efficient workforce and appointment management</li> </ol>	 <p><b>Citizen Engagement Efficiency</b></p> <p><i>"Enable citizens to book and vaccinate with confidence"</i></p> <ol style="list-style-type: none"> <li><b>Enable citizen trust</b> in vaccine efficacy</li> <li><b>Secure citizen confidence</b> in data security</li> <li><b>Minimize erroneous vaccine bookings</b> through intelligent reminders</li> <li><b>Improve citizen confidence</b> in vaccine efficacy and adverse side effects handling</li> </ol>	 <p><b>Risk Mitigation</b></p> <p><i>"Help reduce the likelihood of data risk and legal liability"</i></p> <ol style="list-style-type: none"> <li><b>Minimize the risk of citizen data</b> being compromised</li> <li><b>Reduce risk of vaccine shortages</b> through intelligent inventory and storage management</li> <li><b>Reduce the risk of vaccine side effects</b> through Pharmacovigilance</li> </ol>
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ServiceNow delivers benefit potential of 10 - 15% reduction in Vaccine administration Costs



**Industry**  
Healthcare

**Employees**  
160,000

**Revenue**  
£15.3 billion  
(FY2020)

**Population**  
5.5 million

### ServiceNow Solution

Vaccine Administration Management

### Industry Application

Vaccine Allocation, Vaccine Administration, Provider Management, Patient Monitoring



## Customer Success: NHS Scotland drives accelerated Vaccine rollout with ServiceNow

### NHS Digital Transformation Focus

#### Vaccinate the Nation

NHS needs to administer the delivery of over 5m vaccinations across Scotland at lightning speed

#### Secure Vaccine Inventory

Secure the flow of vaccine to ensure that supply meets demand, and that inventory is not destroyed

#### Protect Citizen Data

Scotland NHS needs to follow the strict UK-GDPR guidelines

*“The NHS NSS Service Now platform has been in place across all NHS Health Boards for over three years, and the rapid development of the patient appointment process for Covid Vaccinations is maximising the functionality and integrations already available” Scotland NHS Spokesperson.*

**Press Release:** [US tech giant awarded £780,000 vaccine appointment system contract](#)

## Moving Forward with a Collaborative Partnership



Schedule meeting to understand and align on Key Objectives and Challenges



Partner together on Value Proposition and mutual success plan



Mobilise and Support to secure a successful implementation