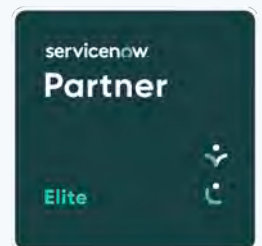




ServiceNow
Workflow
Partner of
the Year

Protecting the Health & Safety of San Antonio's Teleworking Employees

City of San Antonio Emergency Response





15,000
Employees



48
Hours to Implement

Rapidly Identifying Employee Health Status

As the COVID-19 pandemic continues to grow, the City of San Antonio continues to make preparations and take preventative measures to keep their community and employees safe and healthy.

Protecting the Health & Safety of Teleworking Employees

As COVID-19 continues to spread, more and more organizations have transitioned to remote workforces to protect their employees and community as best they can. As this happens, some companies find themselves struggling to find the right tools to help connect and communicate efficiently with employees.

Cask began working with the City of San Antonio, Texas, who needed a way to communicate and determine the work status of employees that were sent home to telework during the COVID-19 pandemic. The City did not have a solution to accomplish this outside of manual spreadsheets and phone trees, which tends to be inefficient and aids very little response from employees, especially in times of emergency.

Over the span of two days, Cask worked diligently to move the City of San Antonio away from manually tracking employees' health status and communications to automated and easy-to-use self-reporting.



Two Day Implementation

Within one day, Cask was able to ramp up and start development immediately to configure and deploy the ServiceNow Emergency Outreach and Emergency Self Report applications. These applications automatically notify employees of safety measures and enable them to self-report their health, safety, and quarantine status.

All active user records were imported to the instance and successfully tested within two days. As of March 31, 2022, the Emergency Response solution is now live and being used by the City of San Antonio. The City is rapidly scaling the solution out to all 15,000+ employees.