

U.S. Army Corp of Engineers Deploys AirWatch to Aid Natural Disaster Victims

The Challenge

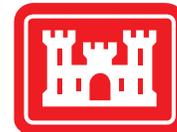
In a natural disaster, every second counts, especially when it comes to processing emergency home repairs for victims. Damaged roofs, windows and entryways can prevent homeowners from remaining inside dwellings, which puts an additional strain on local shelters.

The U.S. Army Corps of Engineers (USACE), funded by FEMA, provides vital public engineering services to strengthen our nation's security, energize the economy, and reduce risks from disasters. One of the Corps' missions is to assist homeowners who have roof, entryway or window damages after natural disasters. In the past, USACE inspectors filled out paper claims forms to document information about homeowners and the repairs they needed – a very time consuming process. A homeowner's paperwork was then sent to a central location, where a team populated data by zip code and assigned the claim to a USACE inspector in the vicinity. In order to better assist victims, USACE needed a solution that drastically reduced the claim processing time. Partnering with an Enterprise Mobility Management (EMM) provider was the answer.

The Client

The USACE is a network of 37,000 dedicated civilians and soldiers delivering engineering services to customers in more than 90 countries worldwide. Coordinating everything from flood risk reduction to debris clearance, the USACE is charged with on-ground support as well as helping initiate the first steps towards recovery.

In 2010, members of the Engineer Research and Development Center's USACE Reachback Operations Center and the Information Technology Laboratory began testing mobile operating systems as part of a larger mobility strategy. One goal for the organization was to develop applications and solutions to address common pain points in the emergency response process. To accomplish this mission, the USACE partnered with AirWatch® to implement a mobile device initiative that reduced paperwork and empowered home inspectors and contractors to mobilize quickly and begin assisting victims.



US Army Corps of Engineers.

Solution Overview

- Customer: United States Army Corps of Engineers
- Industry: Defense, Government
- Geography: North America
- Features: MDM, MAM
- Devices: 1-500



The Solution

Enterprise Mobility Management (EMM) is critical for USACE's success in the field. Realizing that manual data collection was no longer efficient, USACE partnered with AirWatch to manage its fleet of mobile devices. USACE developed a pilot system known as the Blue Roof app, a smartphone and tablet-based data collection system. Utilizing more than 120 mobile devices, the Blue Roof app eliminates thousands of sheets of paper and empowers USACE inspectors to quickly log repairs to damaged homes. Instead of a clipboard and pen, USACE sets up kiosks at a mobile command center, where homeowners can apply for assistance on a tablet. Their personal data is captured the moment they provide a digital signature on the device. A USACE inspector in the vicinity then receives an alert on their smartphone showing they have been assigned a new case. Instead of a two to three day waiting period, they receive data in minutes including real-time charts that display the overall status of the mission.

In addition to the dashboard, USACE is currently testing AirWatch's capabilities to remote wipe devices, to ensure sensitive data is not compromised for the homeowner and the inspector if a device is lost or stolen. USACE also uses mobile devices as a tool for mission leaders to locate and communicate with deployed response personnel.

