

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.

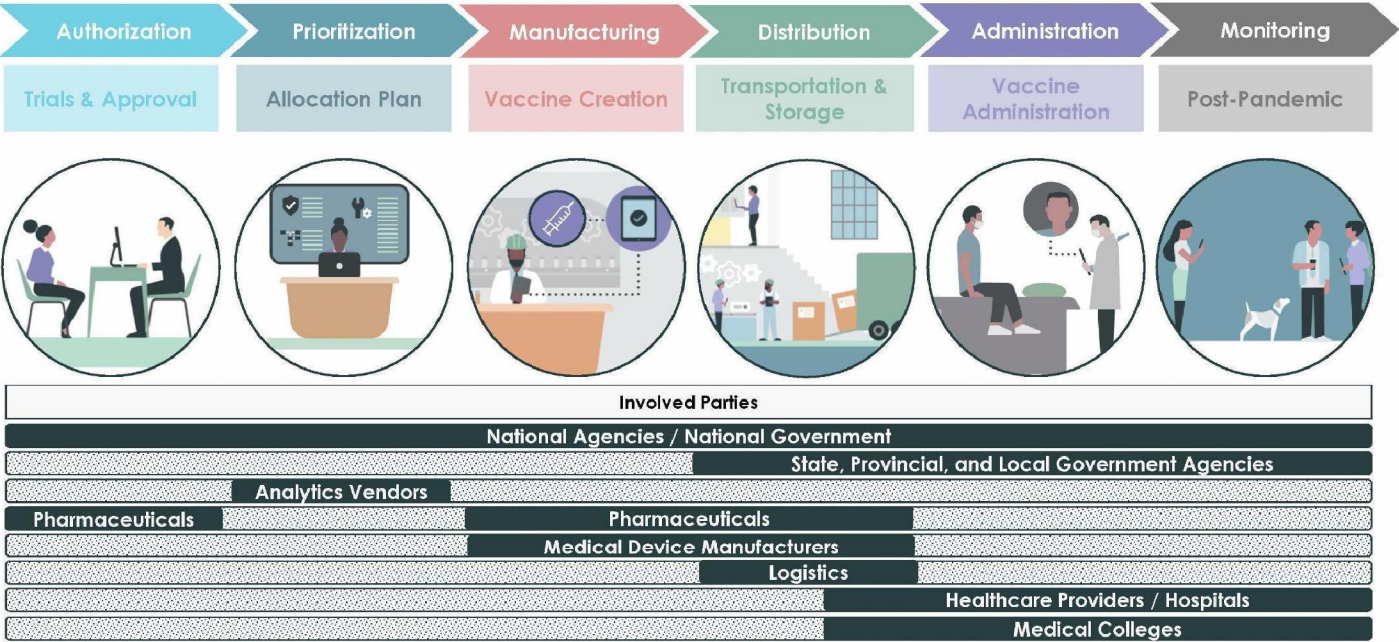


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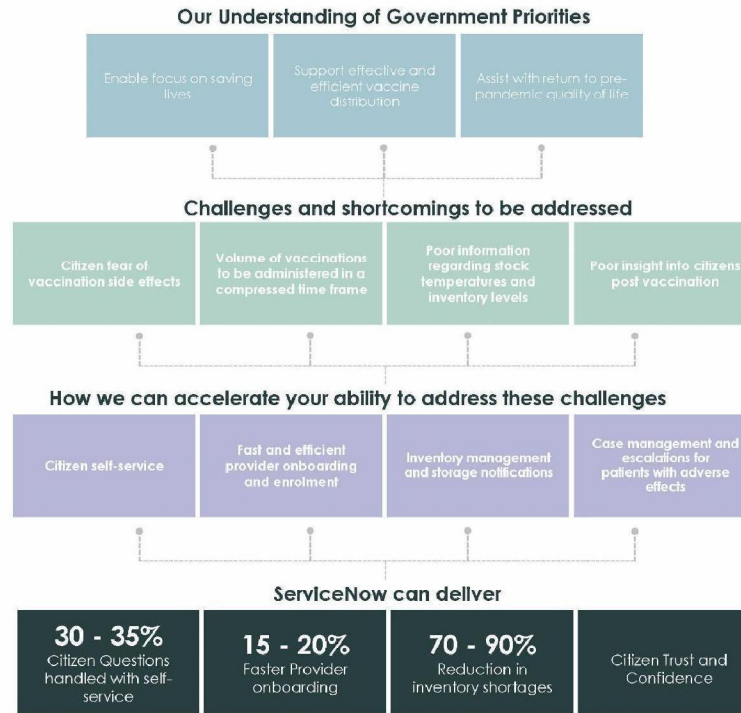
Global
Population

x2 Doses

ServiceNow connects the vaccine management value chain



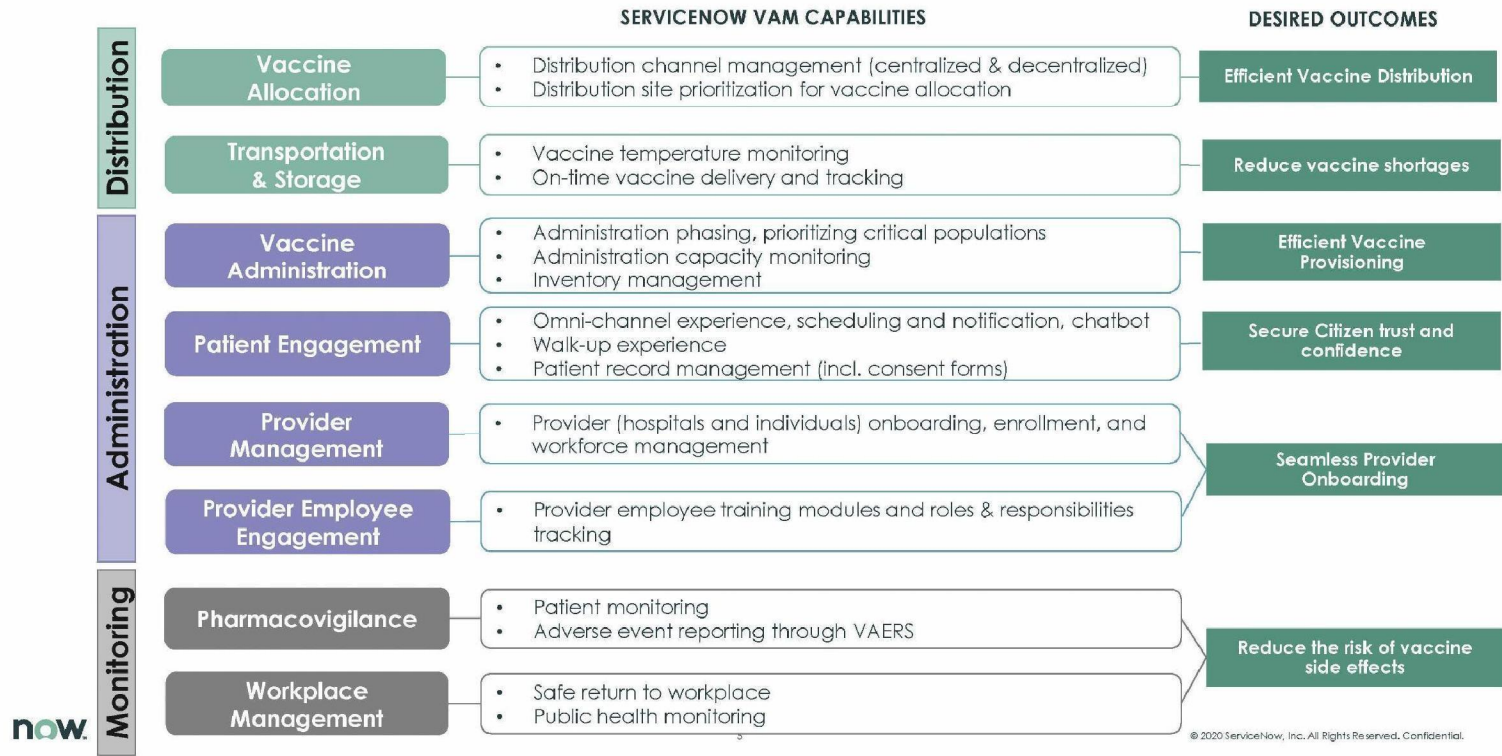
Vaccine Administration Management addresses key Government Priorities



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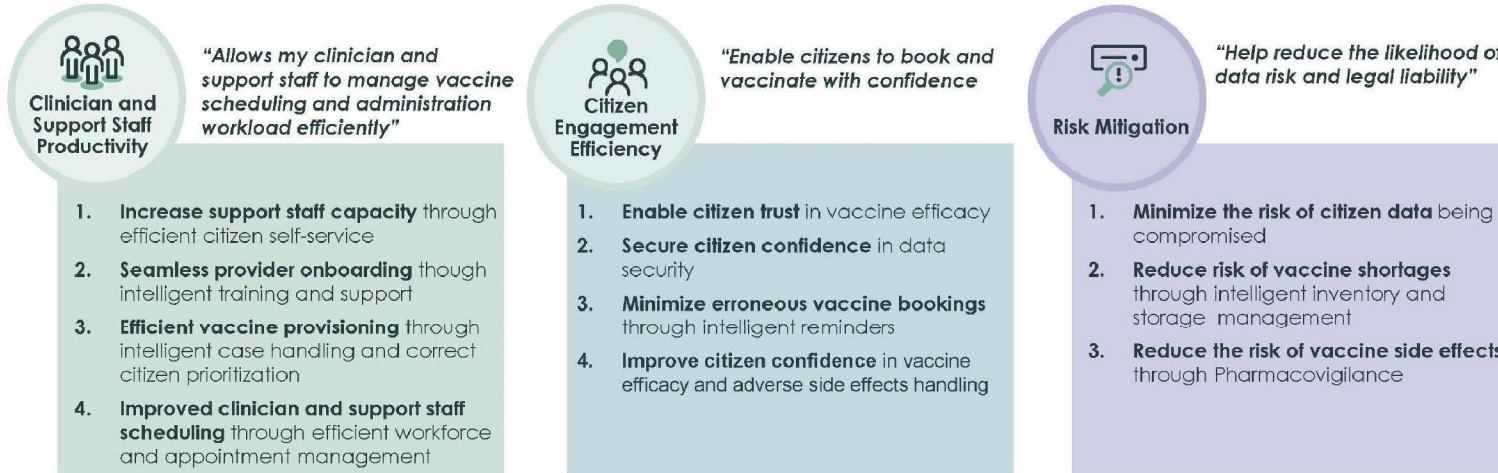
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How does ServiceNow Help?



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



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