

ReliefPoint Features & Benefits

1. Capture and share reliable disaster information

- Centralized intelligence hub enables you to syndicate reliable disaster information
- Collaborate faster, improve information flow, and speed decision-making
- Put an end to information bottlenecks
- Access verified information about road closures, repopulation zones, and rumors
- Easily update information in real-time when intelligence changes
- Tap into support networks outside the disaster zone for overflow assistance

2. Multiple disaster management

- Manage multiple disasters simultaneously
- Quickly add disasters as they occur
- Report results to stakeholders—broken down by disaster
- Submit results for FEMA reimbursement—broken down by disaster

3. Web-based Software-as-a-Service (SaaS)

- [SaaS](#) provides low-cost implementation and rapid time to value
- Secure access—anytime, anywhere there's an internet connection
- Avoid infrastructure costs and remove the burden from your IT organization
- No hardware to buy, configure, or troubleshoot
- No software to install, maintain, or upgrade
- Avoid the frustrations of troubleshooting
- Automatic software updates and upgrades seamlessly deployed
- Focus on serving people—not IT

4. Pre-built reports

- Leverage standard reports to inform decision-making
- Avoid waiting hours—even days—for reports to be prepared by your IT organization
- Easily demonstrate results and make the case for the importance of what you do
- Deepen stakeholder engagement and transform funders into long-term investors

5. Speed cost recovery

- Demonstrate your impact, build credibility, and accelerate FEMA reimbursement
- Put your data to work faster with accurate, hassle-free, one-click reporting
- Avoid wasting precious time manipulating data and building reports from scratch
- Provide performance results that are engaging, compelling, and inspiring

6. Public resource pages

- Disseminate authorized disaster services information to the public in real-time
- Empower public self-service to speed information delivery
- Relieve pressure on your volunteers and support teams while reducing call bottlenecks
- Ensure phone support teams are able to focus on the most critical needs

7. Centralized agency directory

- Quickly locate and report agencies utilized
- Record referrals on intake forms by linking directly to the agency directory
- Effortlessly update contact information in one convenient place

8. Easily direct people to Local Assistance Centers

- Link people to one-stop resources for post-disaster relief services
- Efficiently advance people along the road to recovery
- Track and report referrals made to Local Assistance Centers

9. Extensive search capabilities

- Quickly search the database to find the information you need—when you need it
- Tap zip code searches to provide people with vital information by location
- Refer clients to disaster services located in their area

10. Achieve insight into disaster status by location

- Locate vital information by zip code, city, or county in one convenient place
- Find what you're looking for quickly
- Provide audiences with disaster updates by location

11. Evaluate disaster status by evacuation area

- Analyze up-to-date, reliable information on specific evacuation areas
- Anticipate problems—before it's too late
- Provide accurate information to the public

12. Refer clients to need-specific evacuation shelters

- Communicate reliable information such as capacity and special needs
- Avoid sending people on a wild goose chase during stressful times
- Avoid sending clients to overcrowded or closed shelters
- Direct clients with large animals to accommodating shelters
- Help special needs clients locate shelters that can meet their specific needs

13. Track and report client requests and referrals

- Easily evaluate information and referral requests
- Identify locations where referrals are not yet available
- Analyze unmet needs

14. Track and report client follow-up requirements

- Easily generate a report of clients with special needs who need more attention
- Gain better perspective on critical challenges
- Quickly send reports to partner agencies to request service assistance

15. Discover how clients learn about your organization

- Identify your allies
- Understand where to advertise to achieve the most impact
- Optimize advertising strategies to maximize ROI

16. Password protected user levels

- Authorize secure access rights with permission settings that reflect user responsibilities
- Easily define “roles” for user groups
- Create as many users as your organization needs

17. Scalability

- ReliefPoint is optimized for escalating load levels
- Designed to withstand the demands of large and unpredictable traffic spikes
- No limit on the number of software users

18. Multi-regional hosting redundancy

- Avoid having to buy backup devices
- Avoid having to backup your data... every single day
- Avoid worrying about keeping IT infrastructure up and running 24x7x365
- Safeguard your data from losses caused by unforeseen disasters

19. Free technical support

- [Expert support](#) is unlimited for staff accounts and available by phone and email
- All questions are welcomed—no question is too small
- Printable online training materials available for anytime access

20. Information Security

- Automatically get 128-bit secure sockets layer (SSL) encryption
- Your data is protected on secure servers, not in cabinets or personal computers
- Dedicated Cisco firewalls are monitored 24x7x365 to keep malicious forces away
- Advanced network intrusion detection systems
- Application layer security protects ReliefPoint from the inside-out