UN Humanitarian Booking Hub: Fleet, Clinic & UN Accommodations Management for BOS 2.0

UNITED NATIONS
SUSTAINABLE
DEVELOPMENT
GROUP
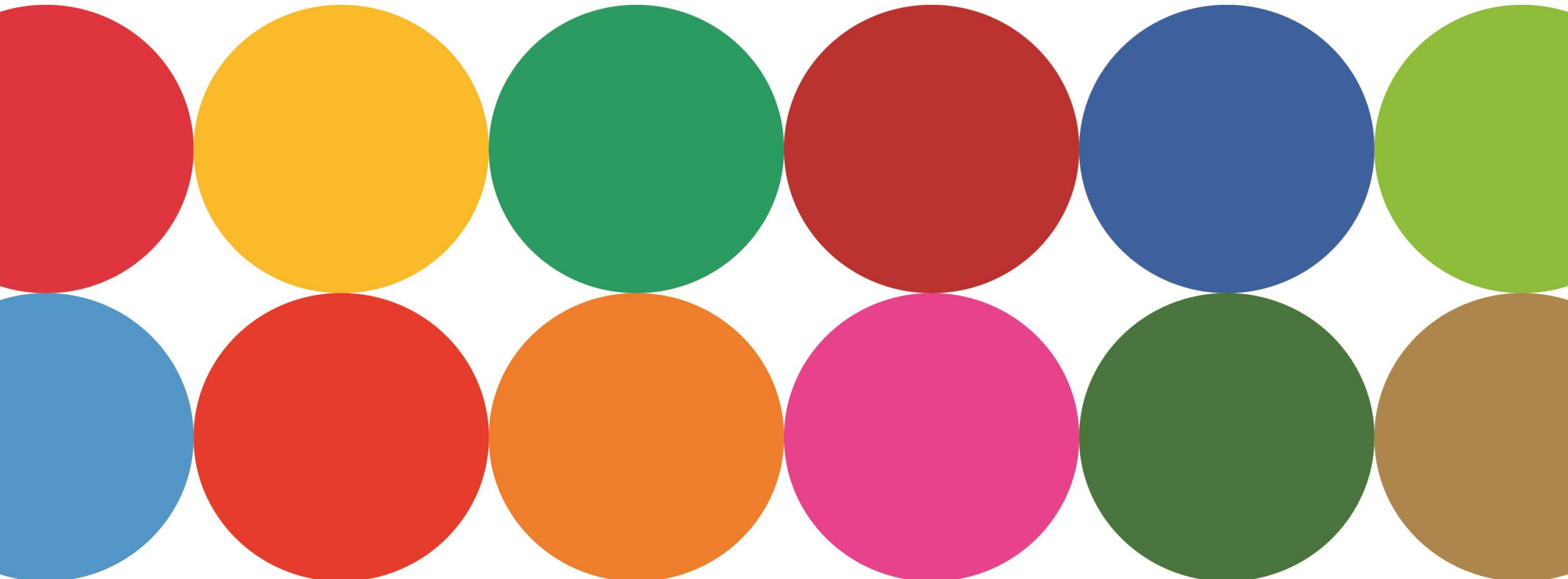
HIGH-IMPACT SERVICES

High-Impact &
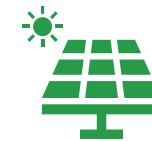SDG Services

UN Humanitarian
Booking Hub

Gender Responsive
Procurement

Disability Inclusion

Green Energy Services

Sustainable Cafeteria

What are High-Impact Common Services?

High-
Cost Avoidance

High-Quality
Improvement

Good Practices

High-cost avoidances
High-Usage among UNCTs

High-quality improvement
SDG linkage

Innovative & good practices from
Agencies around the world
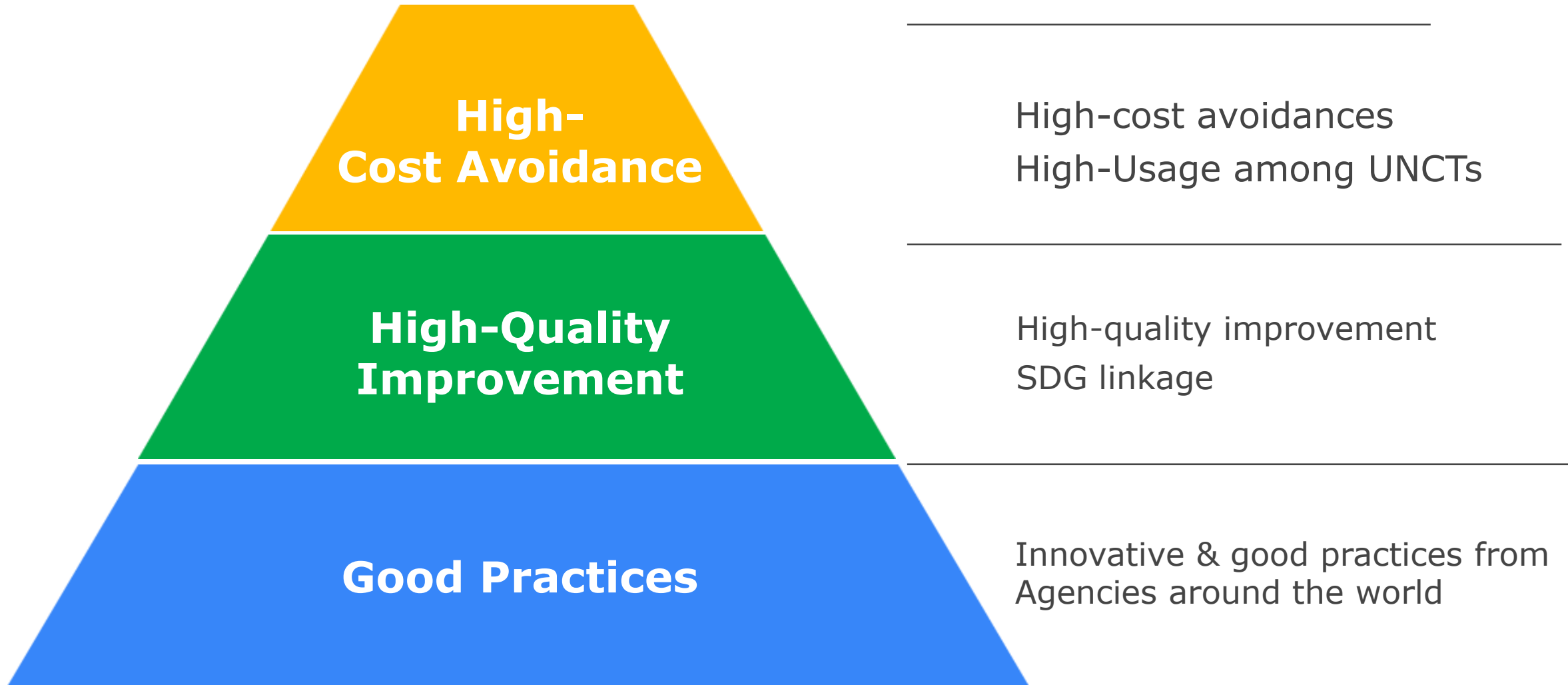
Objectives & Benefits of Scaling High-Impact Common Services

Standardization Simplifies BOS Process

Maximizes Cost-Avoidances

Quality-improvement & Strengthen SDG Integration

Use System-wide Data to scale good practices

Humanitarian Booking Hub

The largest UN marketplace of UN field services and emergency support

**1008 UN field service points
in 89 Countries from 10 UN Agencies**

2,800+ UN vehicles

285+ UNHAS flights

50+ COVID support flights

270+ UN guesthouses

110+ UNDSS hotels

70+ UN Clinics

35 UN Counsellors

Click here to view UN collaboration

Humanitarian Booking Hub
A UN proprietary solution for UN collaboration in Mutual Recognition

HUMANITARIAN BOOKING HUB

10 Agencies using the same global service center

WFP World Food Programme

UNHCR The UN Refugee Agency

unicef

IOM·OIM

UN DP

UNDSS

UNFPA

WHO

WFP UNHAS Humanitarian Air Service

UNMD UNITED NATIONS MEDICAL DIRECTORS

- **Custom-made UN proprietary solution for UN Agencies** to offer common services in field operations (no royalties to outsourcers)

- **Mutual Recognition** fostering easy UN Agency adoption

- **Standardised staff self-service portal and administrator digital back-office** for accommodation, mobility and wellness services

- **Comparable UN service KPIs** and **asset sharing** opportunities

- **Comparable efficiency gains** from digital automation, service sharing and assets optimization

- **Comparable Client Satisfaction on all services** (instant feedback and customer satisfaction surveys)

- **Continuously service improvements and mobile APP** for bookings on the move

The UN Mobility Solutions for UN Agencies
*UNICEF already a global partner, other Agencies under piloting*

	Countries	Locations	Vehicles	Armor.	Drivers	Passengers	Trips per vehicles	Passengers per trip
All Agencies	70	331	2,805	181	2,271	337,000	60.3	1.6
WFP	66	281	2,169	158	1,800	295,000	64.4	1.6

In 2020 COVID affected global services usage (i.e. pax per trip)

The UN Accommodation solution for UN Agencies
7 UN Agencies already availing of the service
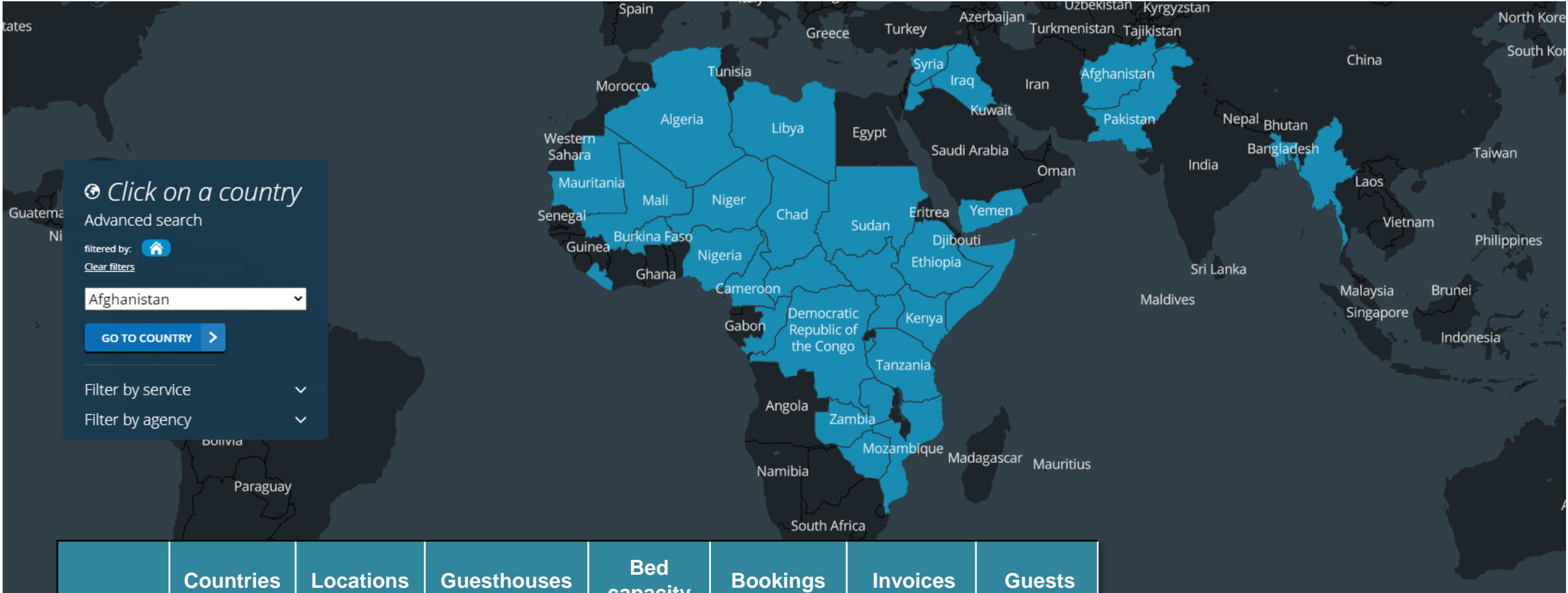
	Countries	Locations	Guesthouses	Bed capacity	Bookings	Invoices	Guests
All Agencies	35	183	270	5,122	30,303	31,595	40,340
WFP	20	83	85	1,442	12,051	12,600	11,190

In 2020 COVID significantly affected global services usage

Humanitarian Booking Hub
Benefits for humanitarian personnel (using front-end services)

- **Free to use for all humanitarian partners**

- **Standard Agencies credentials for most partners** (single sign-on)

- **Hub version or Mobile APP** on digital stores – also working off line

- **UN footprint of field services** availability

- **Field services info an online booking**

- **Confirmation emails with booking details**

- **Customer feedback** for each booked service

- **Global communication platform** i.e. COVDI guidelines

- **Visibility of available services per target user**

Action items:

Communicate availability to your staff and OMT

Download the mobile APP for use on the move

Humanitarian Booking Hub
Benefits for service administrators (Back-office)

Action items:

- **Digital transformation for end-to-end services management**
  - Booking, occupancy/calendar, invoicing, maintenance, reporting digital tools

- **Higher service accountability** with digital real time dashboards

- **Error-free invoicing** with automated customer data and provided service

- **Service KPIs** for informed decision making on long term asset management

- **Automated real time country and invoice reports**

- **UN quality standards assessment for accommodation**

- **Digital Driver logbook**

- **Global communication platform** with service administrators

- **Best practices sharing** (i.e. COVID guidance, travel restrictions, etc.)

Join the services for internal delivery

Obtain service data for optimization and collaboration

Discuss with your OMT opportunities to share services

Humanitarian Booking Hub
Efficiency Gains

Time savings

Service automation reducing or eliminating numerous activities

Examples: online bookings with automatic client data retrieval, automatic booking confirmation emails to users, digital trip consolidation/carpooling, visual guesthouse occupancy calendar, automated services KPIs and monthly reporting, digital logbook, etc.

Cost avoidance

Efficiencies for the UN system and reduction of overhead costs
Examples: increased carpooling results in saved trips and significantly lower operational costs;
once operational mobile services data is gathered, fleet optimization can be achieved, both in terms of model profiles and total vehicles.

Cost recovery

Additional capacity from easier booking services for guesthouses
Carpooling to other Agencies with spare vehicle capacity

Quality improvements

Significantly improved customer experience
Digital transformation of service administrators' managing of daily operations
Service data to calculate CO_2 emission reductions from carpooling
Customer satisfaction tracking and continuous improvement

Humanitarian Booking Hub

Suggested service innovation path

1	**2**	**3**
Step 1 **Digital transform internal delivery**	**Step 2** **Gather seamless service data**	**Step 3** **Explore opportunities for collaboration**

Innovate user experience Streamline service management Track customer satisfaction	Compare KPIs across operations Assess efficiency gains opportunities Continuously improve service delivery	Share seamless data across Agencies Share assets (common guesthouses & carpooling) Gain further efficiencies

Humanitarian Booking Hub

How to adopt our services

- **Consult the Practice Notes**
  - **With services description, benefits and efficiency gains**

- **Talk to local colleagues** already using some of our services in the field

- **Contact our team of experts** with global expertise in service roll out and change management:

  - For mobility services   **global.mobility@wfp.org**
  - For accommodation services   **global.accommodation@wfp.org**
  - For medical services   **global.humanitarianbooking@wfp.org**
  - For general enquiries   **global.humanitarianbooking@wfp.org**

- **We are available for dedicated OMTs demos of specific services of interest**

Way Forward and Recommendations

HIGH-IMPACT SERVICES

High-Impact & SDG Services
Tue, Jan 19, 8:00 am NY

Selection of High Cost-Avoidance & SDG related CS

UN Humanitarian Booking Hub
Thur, Jan 21, 9:00 am NY

Innovative Digital Services for Fleet, Clinic, & UN Accommodations Management

Gender Responsive Procurement
Tue, Jan 26, 10:00 am NY
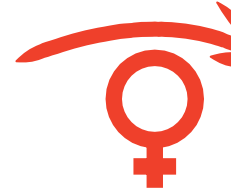
Include gender sensitive criteria for procurement advancing SDG 5: Gender Equality

Disability Inclusion
Wed, Jan 27, 7:00 am NY

Disability Inclusive Services in 3 areas: Physical Premises, Inclusive HR, & Inclusive Digital Services

Green Energy Services
Thur, Jan 28, 7:00 am NY

Solar & Renewable energy & Internet of Things solutions

Sustainable Cafeteria
Wed, Feb 17, 8:00 am NY

Solar & Renewable energy & Internet of Things solutions

Q&A
Thank you for your participation

UNITED NATIONS
SUSTAINABLE
DEVELOPMENT
GROUP