HIGH IMPACT COMMON SERVICES FOR BOS 2.0

DIGITAL PLATFORM ON UN COMMON ACCOMMODATION (WFP)

Mon, May 10th 6am-7:30am NY (GMT-4) 2021

Wed, May 12th 10am-11:30am NY (GMT-4) 2021

UNITED NATIONS SUSTAINABLE DEVELOPMENT GROUP

WFP

World Food Programme

wfp.org
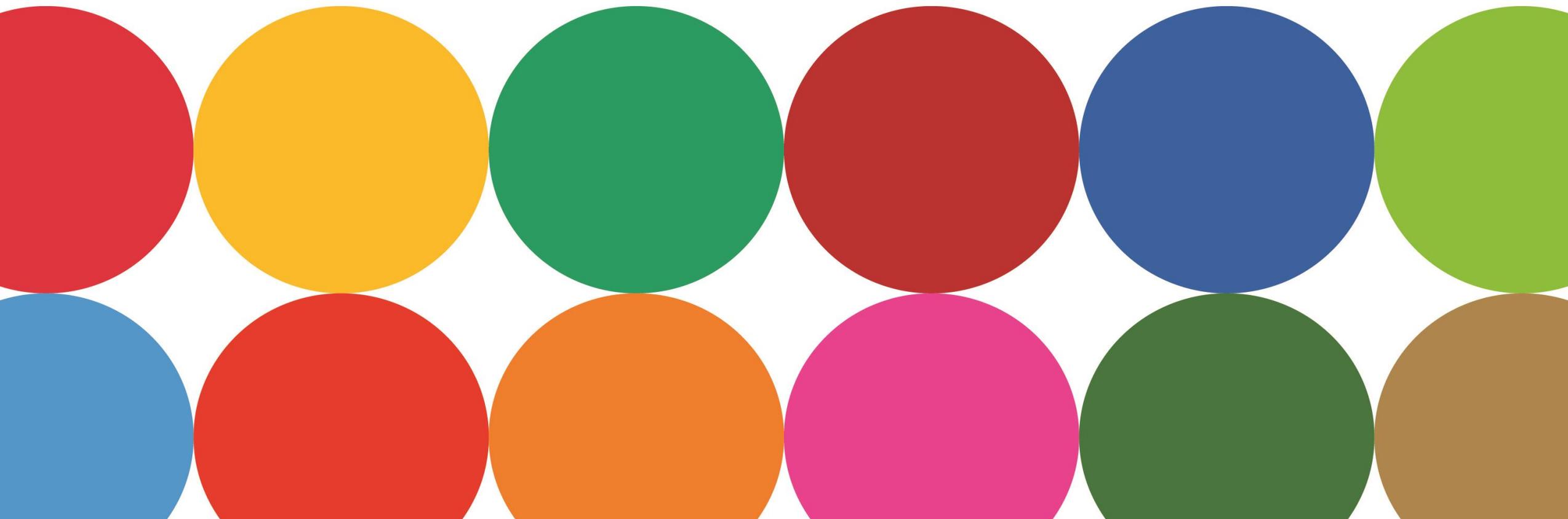
What are High-Impact Common Services?

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
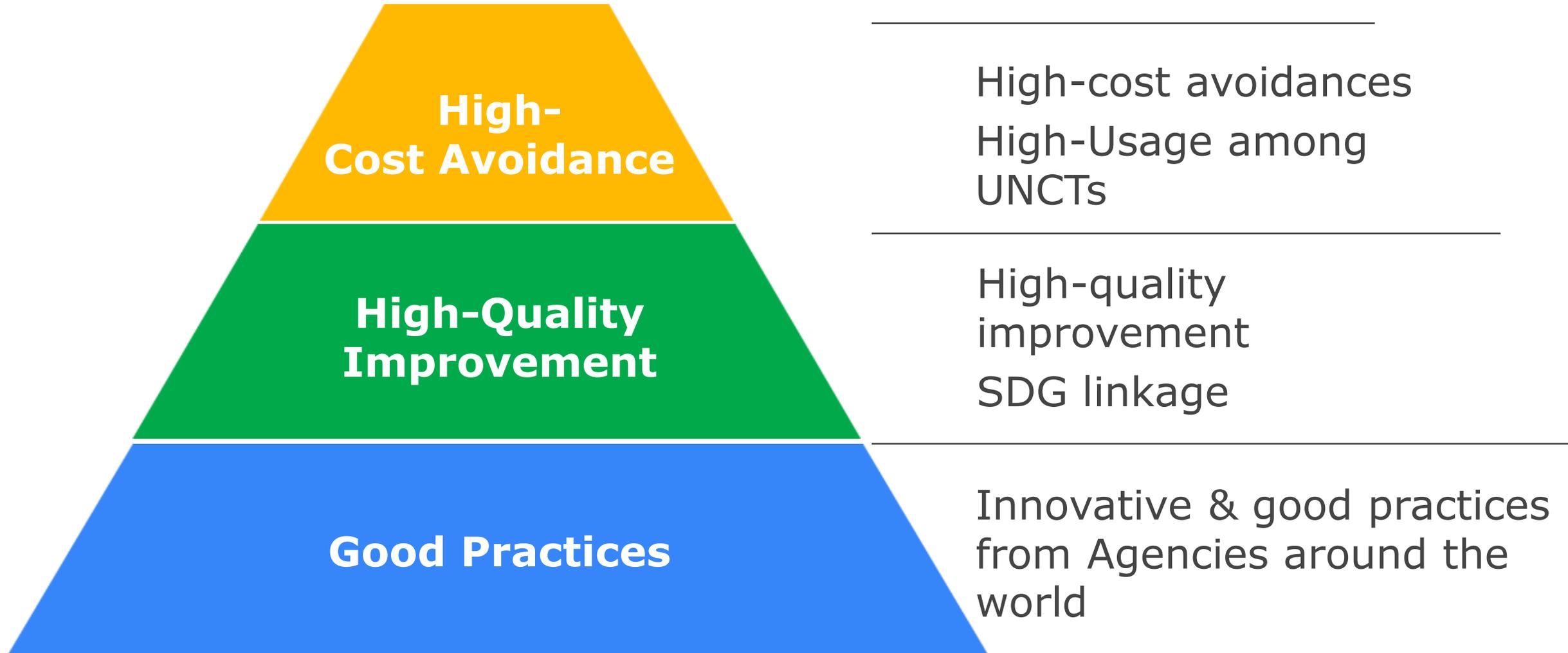
# Objectives & Benefits of Scaling High-Impact Common Services
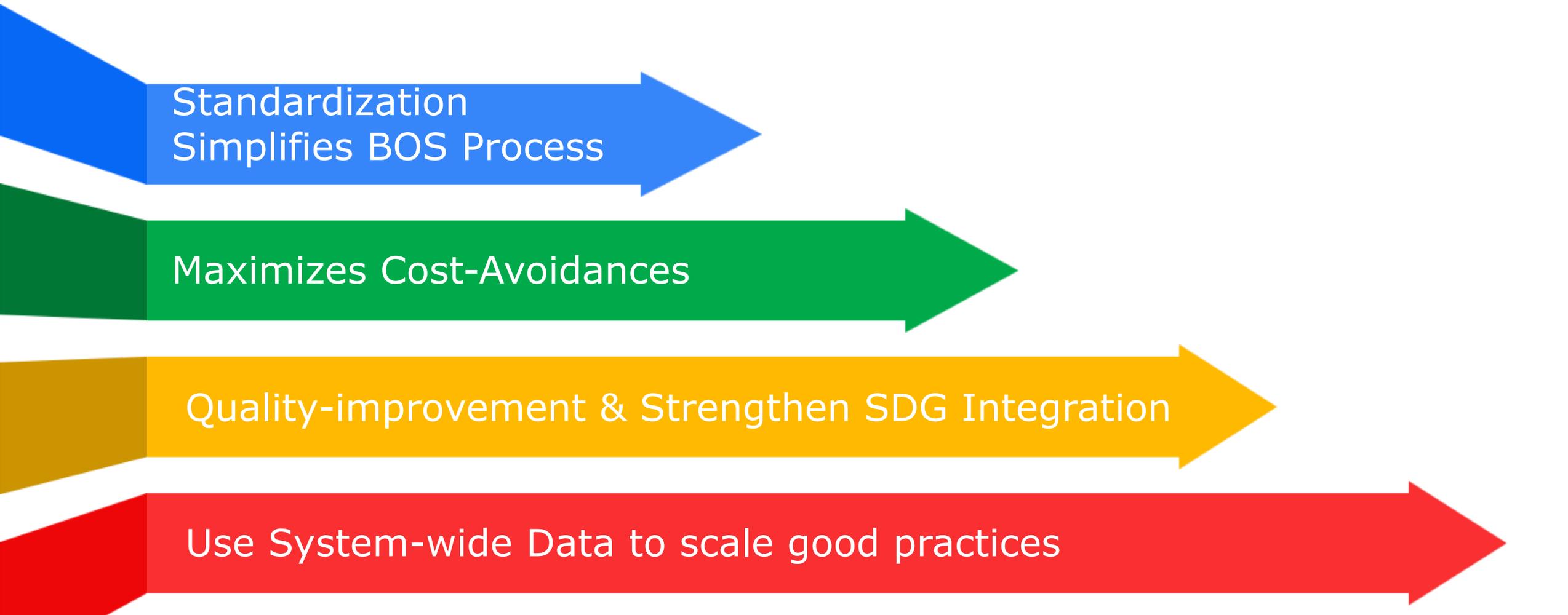
Standardization Simplifies BOS Process

Maximizes Cost-Avoidances

Quality-improvement & Strengthen SDG Integration

Use System-wide Data to scale good practices

HIGH-IMPACT SERVICES ROLLOUT

TAGGED 'RECOMMENDED' IN ONLINE PLATFORM

PRACTICE NOTES

IMPLEMENTATION

DEDICATED WEBINARS

DEDICATED EXPERT SUPPORT
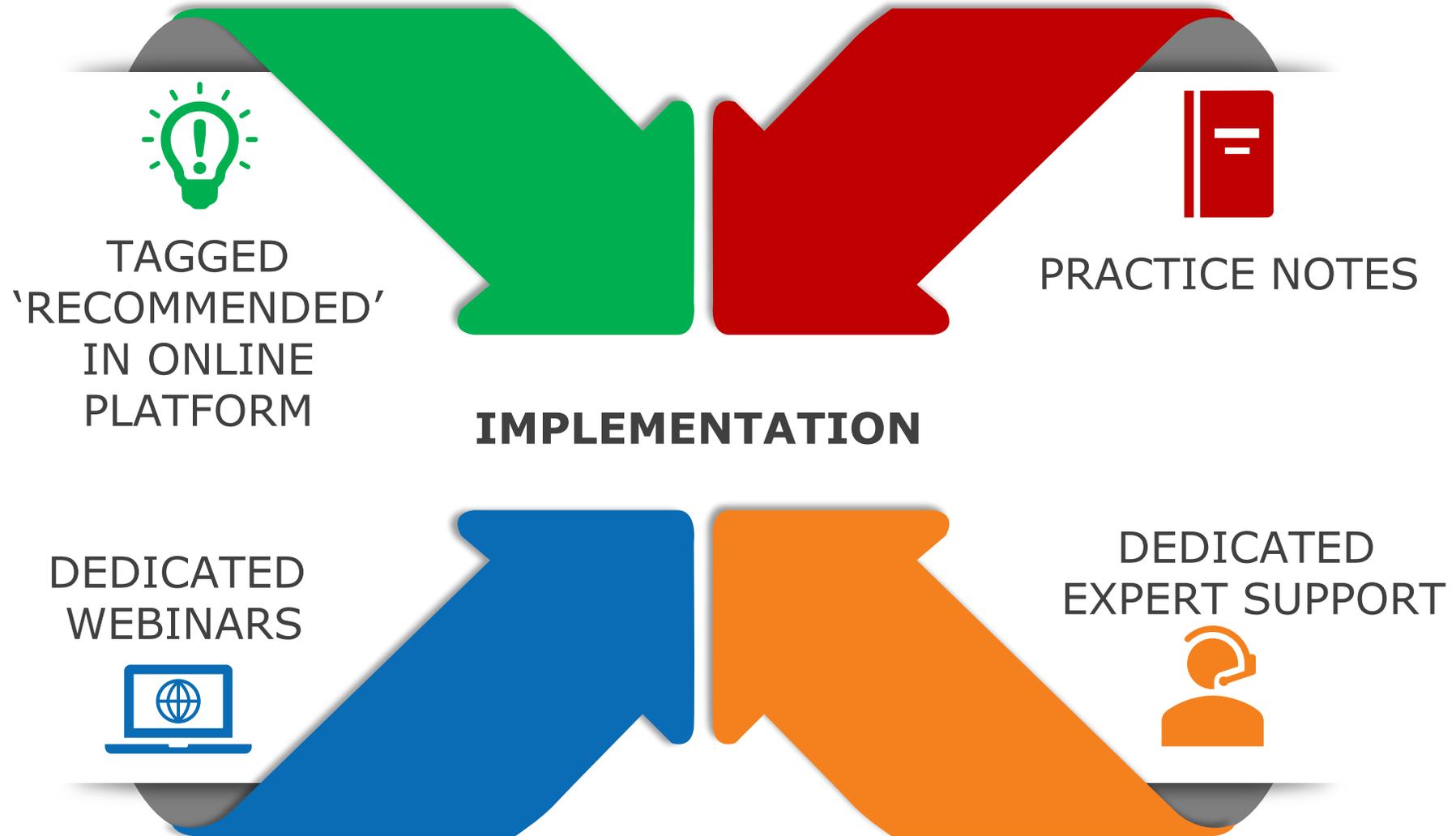
WAY FORWARD

IF YOUR BOS IS IN DEVELOPMENT

INCLUDE IN YOUR BOS NOW

IF YOUR BOS IS COMPLETED

INCLUDE IN BOS REVIEW

Humanitarian Booking Hub

The UN marketplace of UN field services and emergency support

HUMANITARIAN BOOKING HUB

1344 UN field service points
in **98 Countries** from **10 UN Agencies**
serving **353,000 clients** in 2020

3,388 UN vehicles

285 UNHAS flights

1,500 COVID support flights (in 2020)

270 UN guesthouses

110 UNDSS hotels

70 UN Clinics

35 UN Counsellors

Click here to view UN collaboration

The unique UN platform to manage accommodation service

7 UN agencies managing their global guesthouses on the same platform

HUMANITARIAN
BOOKING HUB

2020	Countries	Locations	Guesthouses	Bed Capacity	Visitors
7 UN Agencies	35	185	270	5,233	40,340

Note: in 2020 COVID significantly affected global services usage (field-travel decreased)

Benefits of the solution

A UN proprietary solution for UN collaboration in Mutual Recognition

HUMANITARIAN
BOOKING HUB

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

- **Mutual Recognition** fostering quick UN Agency adoption with standard service agreement

- **Standardised staff self-service portal, administrator digital back-office and mobile APP**

- **Comparable UN service KPIs** to boost efficiency among locations, countries and agencies

- **Streamlined occupancy management** to increase utilization and common services

- **Comparable efficiency gains** through digital automation and quality improvements

- **Comparable Client Satisfaction** (instant feedback per stay and customer satisfaction surveys)

- **Continuous service improvements** from sharing best practices across the UN

Benefits from common UN accommodation

Different opportunities for each Agency appetite

		Internal delivery benefits	**Common service benefits**
1	**Agencies with guesthouses**	Digitalize internal service management for **service innovation**, **operations automation**, **reporting**, **occupancy** optimization and **efficiency gains**	**Offer accommodation services to other UN Agencies** and organizations to increase room utilization and maximize revenues, **achieving additional efficiency gains**
2	**Agencies with no guesthouses**	n.a.	**Use accommodation services offered by other UN Agencies** to avoid service set-up costs and **eliminate duplication of efforts**
3	**OMTs - Agencies with and without guesthouses**	**Review seamless KPIs** across locations and Agencies to **explore opportunities for inter-agency collaboration**	**Share agencies' accommodations** to maximize UN guesthouses utilization, exploit long-term inter-agency assets optimization (i.e. UN Common guesthouse)

Benefits for humanitarian personnel (front-end)

Service innovation

Service innovation for the humanitarian community	Action items
• **Free to use for all humanitarian partners** • **Standard Agencies credentials for most partners** (single sign-on) • **Website or mobile APP** from digital stores – also working offline • **UN footprint of field services** availability • **Field services info and online booking** • **Confirmation emails with booking details** • **Customer feedback** for each booked service • **Global communication platform** i.e. COVID guidelines	**Communicate availability to your staff and OMT** **Download mobile APP for use on the move** Download on the App Store GET IT ON Google Play

Benefits for service administrators (Back-office)

Digital transformation, accountability & streamlining

HUMANITARIAN BOOKING HUB

| Digital transformation for guesthouse managers and service administrators	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 • **Increased occupancy rate** with smart management of visitors' absences • **Quality standards assessment**, for permanent and emergency accommodations • **Automatic invoicing** with retrieval of customer data and provided service and **real time country and invoice reports** • **Tracking of visitors' departure country** to comply with COVID restrictions • **Service KPIs** for informed decision making on long term asset management • **Best practices sharing** (i.e. COVID guidance, travel restrictions, etc.)	**Join the services for internal delivery** **Access service data for optimization and collaboration** **Discuss with your OMT opportunities to share services**

Streamlining customer satisfaction

BIG Principles in action for users and administrators
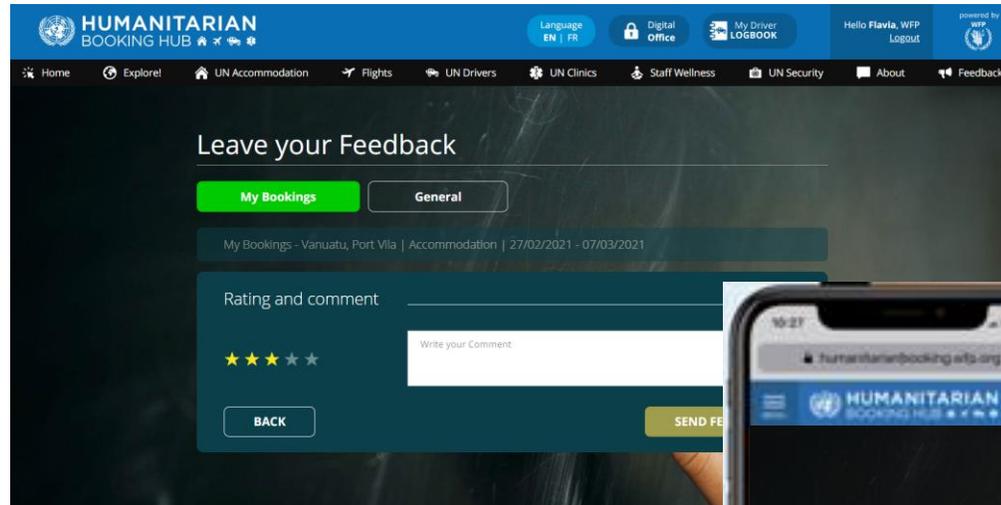
Instant feedback for visitors from mobile APP and Hub
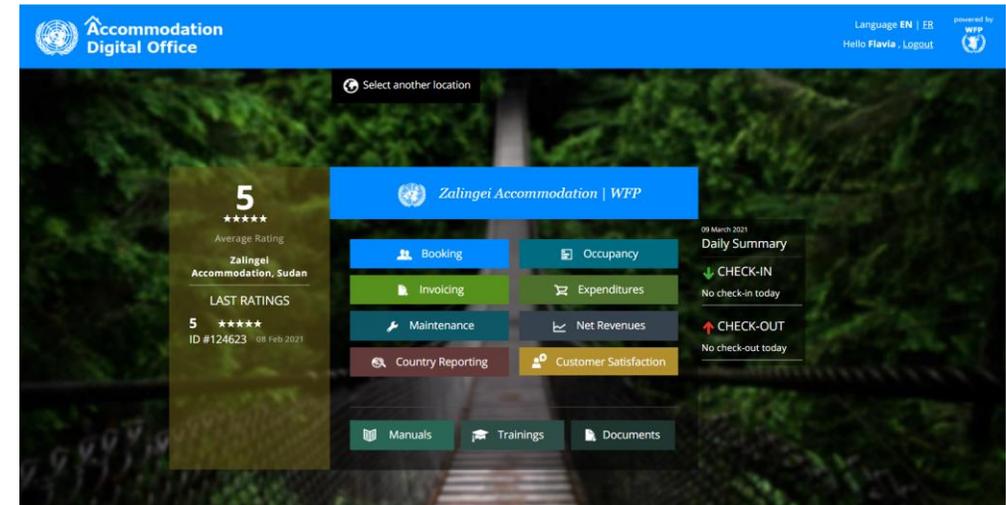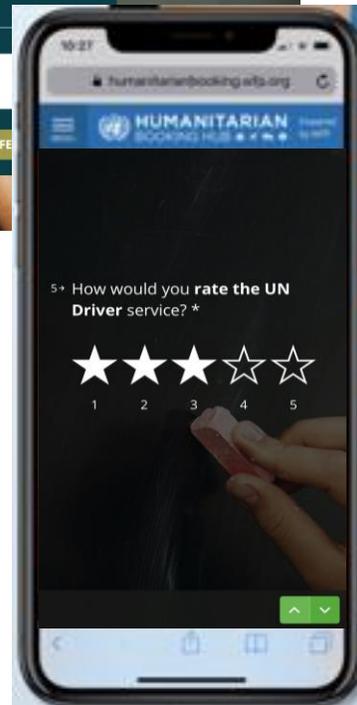
Customer satisfaction tracking for guesthouse managers for continuous improvement

- **Quality checklist** to automatize and **streamline accommodation quality assessment** across all the operations

- **Comparable KPIs** among all field guesthouses and UN Agencies

- Easy to fill **quick online survey** with a customer-oriented approach

- Quality oversight report to **identify actions for upgrade activities and asset optimization**

Quality Checklist for Permanent accommodation
Nigeria, Maiduguri Guesthouse 1

CHECKLIST DETAILS			
Assessment date	22 March 2021		SAVE DRAFT
Filled by	Alessandra Bianchini		Last draft saved: never
Role			
Hardship classification			
Total capacity	21		
Capacity for residents			

LODGING			
TOPIC	QUESTION	ANSWER	COMMENTS
Type and Capacity	Accommodation Type *	----	
	Number of beds		
Sleeping quarter	Private *	----	
	Sleeping quarter size: minimum 12 sqm *	----	
	Individual bed with mattress and pillow	----	
	Bed linen	----	
Room furniture	Lockable wardrobe or safe	----	
	Desk and Chair	----	
	Adequate lighting (150 lumen)	----	
	Reading lamp	----	
	Mosquitos screens on windows and doors	----	
	Regular pest control services	----	
	Lockable doors from inside and outside	----	
Bathroom	Private	----	
	Toilet with seat and flush	----	
	Sink	----	
	Running water	----	
	Shelves	----	

- COVID guidance and awareness material **in 3 languages**

- Control on max number of visitors per room

- Contact tracing in case of need

Continuous improvement based on partners' input
New service features for 2021

HUMANITARIAN
BOOKING HUB

- **Clearing house**
  - Automated inter and intra agency cashless payment method by connection to Agencies ERPs
  - Monthly automated finance reconciliation of accommodation fees
  - Avoidance for staff of carrying local currency cash
  - Mitigation of fraud risks
  - Manual errors avoidance
  - **Pilot started with WFP and UNHCR in Q2 2021**
  - Opportunities **onboard other Agencies** from Q3 2021

- **Self-paced Training Opportunity**
  - E-learning videos available for all accommodation management
  - Official certificate of completion issued for back-office utilization

- **Global Accommodation Customer Satisfaction Survey**
  - Seamless data for WFP, UNHCR and IOM
  - Opportunities for other Agencies to join the service to track client feedback and identify areas of improvement

UN comparable data to scale up best practices

Global Accommodation Data by Country and Agency

ILLUSTRATIVE DATA

Country Relevant KPIs

Agency name	# Guesthouses	Bed capacity	Income	Occupancy rate	% non Agency visitors	Quality Standard (out of 100)	Satisfaction Index (out of 5)
Agency 1	13	384	$259,112	31%	24%	83	4
Agency 2	8	69	$152,855	42%	21%	84	3.9
Agency 3	2	12	$ 8,693	50%	46%	81	4.1
Agency 4	1	15	$ 6,490	15%	74%	77	3.8

2018 - 2020 occupancy rate seasonality

2018 2019 2020

Visitors type

Non-Agency 20%

Agency 80%

Agency vs non-Agency

Guests 27%

Residents 73%

Guests vs Residents

National 41%

Intl. 59%

Visitors (National vs Intl. staff)

Map of active guesthouses

© OpenStreetMap contributors
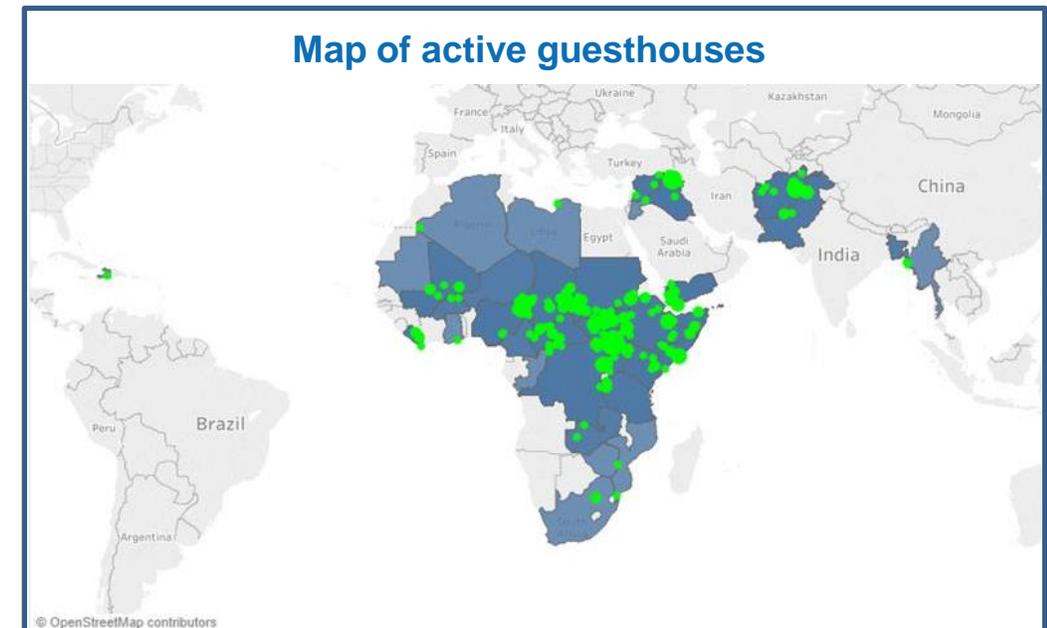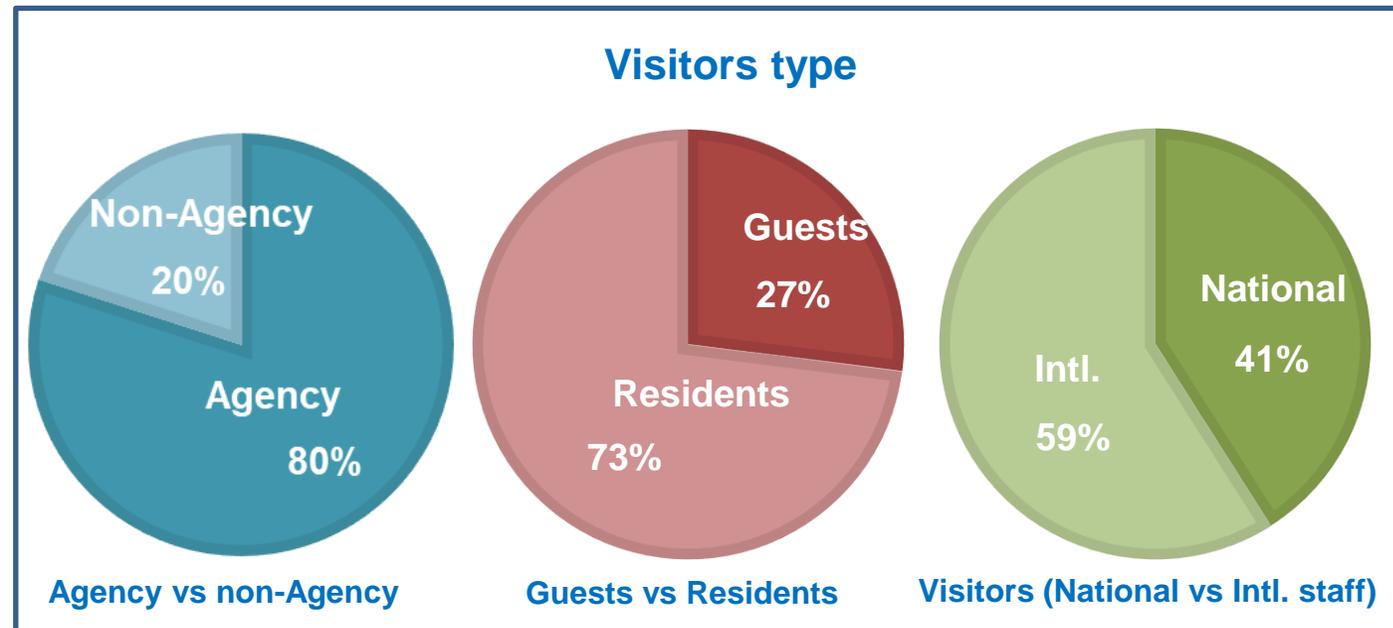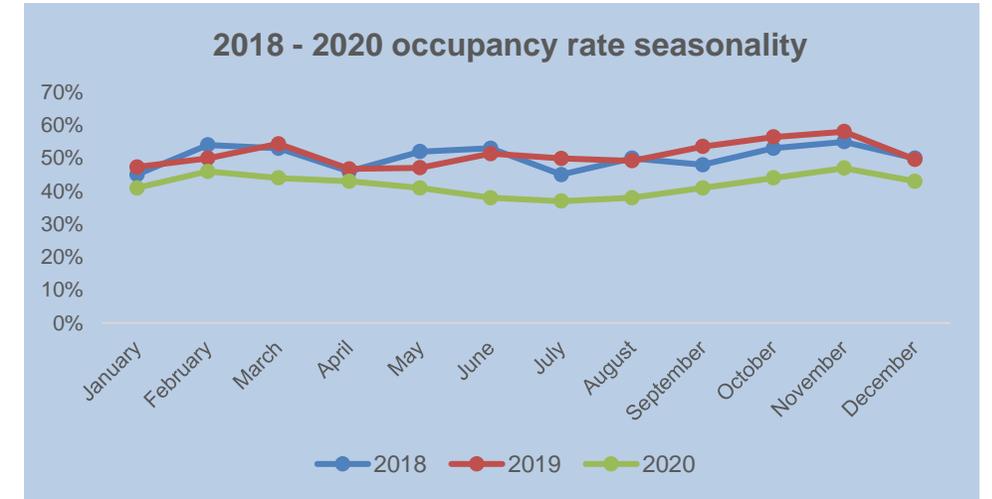
Great potential for efficiency gains

High-yields from automation, occupancy smart planner and assets optimization

1 **Time savings**

Service automation reducing or eliminating numerous activities
Examples: online bookings with automatic client data retrieval, automatic booking confirmation emails to users, digital occupancy planner, automated services KPIs and monthly reporting, automated invoicing, quality standards monitoring, enhanced rooms' utilization, etc.

2 **Cost avoidance**

Efficiencies for the UN system and **reduction of overhead costs**
Examples: optimization of accommodation assets by the establishment of UN common guesthouses

3 **Cost recovery**

Increased guesthouses' occupancy rate and therefore income
Example: share any spare capacity with other UN Agencies gathering crucial service data for future optimization

4 **Quality improvements**

Significantly **improved customer experience**
Streamlining of service management across locations, countries and UN Agencies
Increased **transparency** of service **accountability**
Streamlined customer satisfaction tracking and continuous improvement
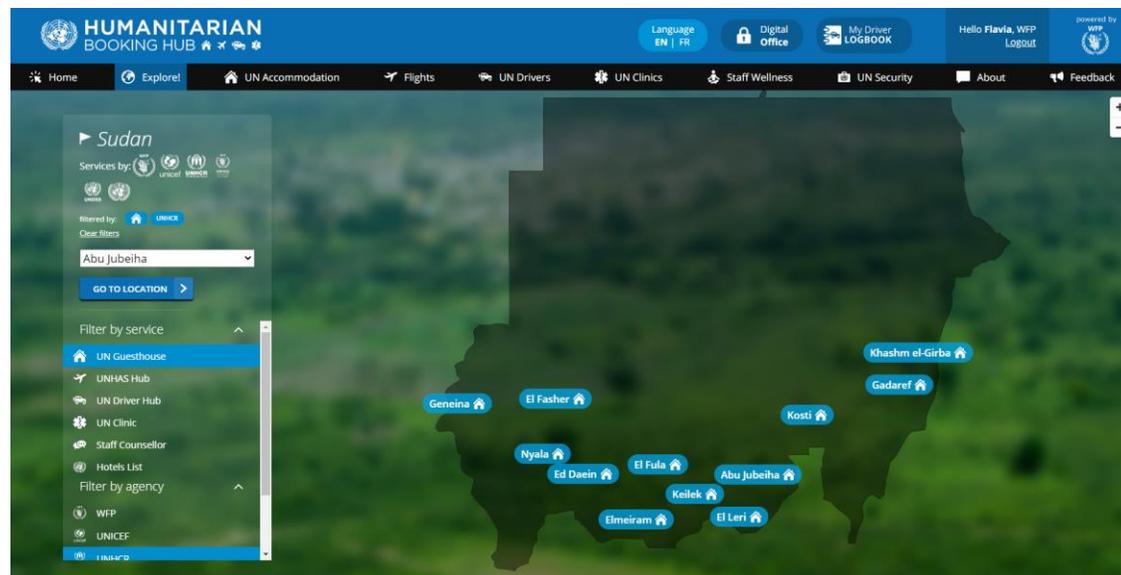
SUDAN

Hafiz Haroon Ahmed
Guesthouse managers
Khartoum

*"The Humanitarian Booking Hub is **very effective in providing clear data** about guesthouses' revenues, expenditures and occupancy rate, **enabling senior managers to monitor operations and plan future decisions"***

KEY BENEFITS
- Automatic assessment of living conditions and informed planning through the Quality Checklist
- Quick review of financial performance of the whole accommodation network enabling budget plans
- Easy and user friendly booking tool for short-term and long-term visitors
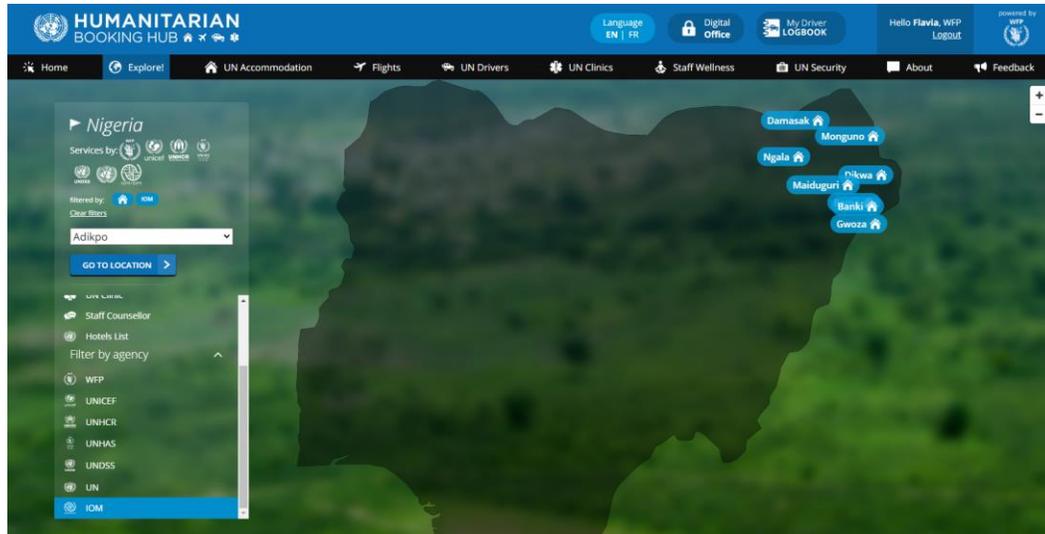
NIGERIA

Briston Barminas
Operations Assistant
Maiduguri

"*Since 2019, the Humanitarian Booking Hub is effectively helping IOM Nigeria in managing accommodation booking in 7 LGAs (Bama, Banki, Damasak, Dikwa, Gwoza, Monguno, Ngala) and Maiduguri the capital city of Borno State (Red Roof). With just 4 clicks we can now confirm bookings which makes our life easier and has also improved transparency.*"

KEY BENEFITS
✓ Effective Management of Accommodation Bookings
✓ Detailed Occupancy Report
✓ Easier Invoicing
✓ Improved Transparency

UN Accommodation:
A natural enabler of BOS and CBO

1

Step 1

Digital transform internal delivery

Innovate user experience

Streamline service management

Track customer satisfaction

2

Step 2

Gather seamless service data

Compare KPIs across operations

Assess efficiency gains opportunities

Continuously improve service delivery

3

Step 3

Explore opportunities for collaboration

Share seamless data across Agencies

Share assets (common guesthouses)

Gain further efficiencies

BOS

Kick-off
Stock take

Opportunity analysis
Cost benefit analysis

Planning framework
Implementation plan
Sign off

Join the HBH as the largest UN Accommodation platform

How to adopt our services and shape together UN Common Accommodation

- **Visit humanitarianbooking.org and download the Humanitarian Booking Hub mobile APP now**

- **Consult the Practice Notes (available also in French)**
  - With services description, benefits and efficiency gains

- **Talk to local colleagues** already using our services

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

  global.accommodation@wfp.org

- **We are glad to organize dedicated OMTs, Agencies or single locations demo**
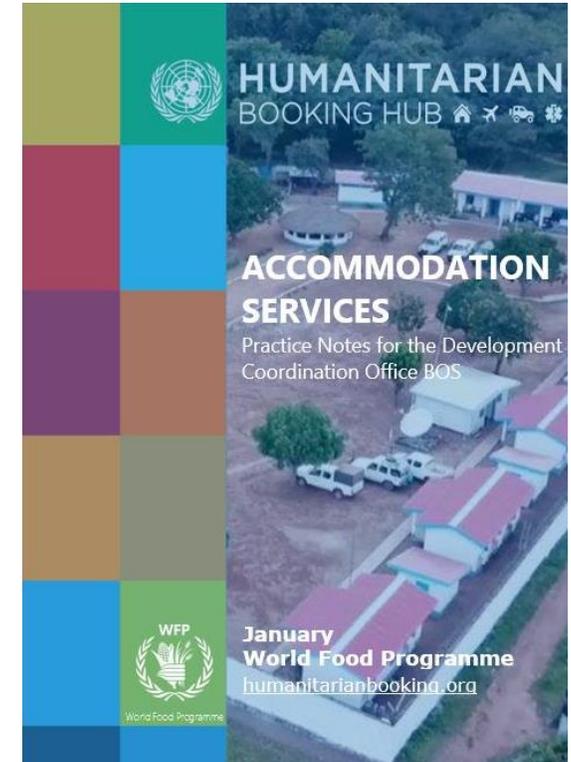
Efficiency Fund & Partner Collaboration

Q&A & FUTURE COLLABORATIONS

Access the Practice Note for more info & guidance

Upcoming Webinars

Disability Inclusion: Physical Accessibility
Tue, May 4th, 2021, 10:00 am-11:00 am NY Time (GMT-4)
Wed, May 5th, 2021, 06:00 am-07:00 am NY Time (GMT-4)

Digital Platform on UN Common Accommodation by WFP
Mon, May 10th, 2021, 6:00 am-7:30 am NY Time (GMT -4)
Wed, May 12th, 2021, 10:00 am-07:30 am NY Time (GMT -4)

Common Medical & Clinic Booking
Tue, May 18th, 2021, 10:00 am-11:30 am NY Time (GMT-4)
Wed, May 26th, 2021, 06:00 am-07:30 am NY Time (GMT-4)

ICT & Digital Accessibility
Tue, June 1st, 2021, 10:00 am-11:00 am NY Time (GMT-4)
Wed, June 9th, 2021, 06:00 am-07:00 am NY Time (GMT-4)

BUSINESS OPERATIONS STRATEGY 2.0

UNITED NATIONS
SUSTAINABLE
DEVELOPMENT
GROUP

Thank you for your participation
Development Coordination Office
Country Business Strategy
dco.cbs@un.org

UNITED NATIONS
SUSTAINABLE
DEVELOPMENT
GROUP