HIGH IMPACT COMMON SERVICES WITHIN BOS 2.0
UN Humanitarian Booking Hub: Fleet, Clinic & UN Accommodations Management for BOS 2.0
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-cost avoidances
  - High-Usage among UNCTs

- High-Quality Improvement
  - High-quality improvement
  - SDG linkage

- Good Practices
  - 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

10 Agencies using the same global service center

- 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

<table>
<thead>
<tr>
<th>Countries</th>
<th>Locations</th>
<th>Vehicles</th>
<th>Armor.</th>
<th>Drivers</th>
<th>Passengers</th>
<th>Trips per vehicles</th>
<th>Passengers per trip</th>
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</thead>
<tbody>
<tr>
<td>All Agencies</td>
<td>70</td>
<td>331</td>
<td>2,805</td>
<td>181</td>
<td>337,000</td>
<td>60.3</td>
<td>1.6</td>
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<tr>
<td>WFP</td>
<td>66</td>
<td>281</td>
<td>2,169</td>
<td>158</td>
<td>295,000</td>
<td>64.4</td>
<td>1.6</td>
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</table>

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

<table>
<thead>
<tr>
<th>Countries</th>
<th>Locations</th>
<th>Guesthouses</th>
<th>Bed capacity</th>
<th>Bookings</th>
<th>Invoices</th>
<th>Guests</th>
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<tbody>
<tr>
<td>All Agencies</td>
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<td>183</td>
<td>270</td>
<td>5,122</td>
<td>30,303</td>
<td>31,595</td>
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<tr>
<td>WFP</td>
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<td>83</td>
<td>85</td>
<td>1,442</td>
<td>12,051</td>
<td>12,600</td>
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</tbody>
</table>

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. COVID 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
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Benefits for service administrators (Back-office)

• 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.)

Action items:

Join the services for internal delivery

Obtain service data for optimization and collaboration

Discuss with your OMT opportunities to share services

Obtain service data for optimization and collaboration
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 CO2 emission reductions from carpooling
Customer satisfaction tracking and continuous improvement
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*Suggested service innovation path*

**Step 1**
Digital transform internal delivery
- Innovate user experience
- Streamline service management
- Track customer satisfaction

**Step 2**
Gather seamless service data
- Compare KPIs across operations
- Assess efficiency gains opportunities
- Continuously improve service delivery

**Step 3**
Explore opportunities for collaboration
- Share seamless data across Agencies
- Share assets (common guesthouses & carpooling)
- Gain further efficiencies

1 2 3
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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

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

Gender Responsive Procurement
Tue, Jan 26, 10:00 am NY

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

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

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

Selection of High Cost-Avoidance & SDG related CS

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

Include gender sensitive criteria for procurement advancing SDG 5: Gender Equality

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

Solar & Renewable energy & Internet of Things solutions
Q&A
Thank you for your participation