Agile Recovery

End-to-End Assistance for Constituents and Businesses

In times of crisis, government agencies develop specialized recovery programs to support citizens and businesses, whether that entails rebuilding infrastructure after a natural disaster, providing tax relief or business loans and other forms of economic assistance, or deploying social services, among other measures. When these programs are implemented, government agencies need to help their constituents quickly navigate such recovery programs — and governments also need to stay attuned to changing conditions and ensure that they meet their recovery goals. Traditional call centers are often overwhelmed by high call volumes, and government employees need to process countless applications to determine eligibility. In a high pressure environment, it is important to check every payment before it is made in order to prevent fraud and abuse.

Oracle Agile Recovery supports crisis recovery programs and processes end-to-end. Real-time, personalized advice across channels (including web, mobile, chat, among others) helps constituents understand what support and benefits are available to them. Sophisticated applicant data verification helps to determine eligibility, calculate payments, and eliminate fraud and error. Outcome analysis ensures initiatives are meeting intended goals, while case management assures unique long-term cases are managed effectively. By deploying these programs at scale, governments can assure constituents will receive what they need to recover.

Outcome analysis

Measure program impact, ensuring desired outcomes are met

Long-term case tracking

Manage nuanced, long-term cases, preventing them from falling through the cracks

Smarter self-service

Empower constituents with personalized guidance in real-time and across channels, and offering online applications for benefits and services

Compliance management

Eliminate error and fraud in program execution

Scaled communications

Perform targeted outreach and educate citizens about the programs which are relevant to them

Robust eligibility modeling and determinations

Understand who is eligible for which programs, understand the economic impact of each, and use declarative modeling of complex eligibility rules and rate calculations to automate determinations

How can you effectively deploy recovery programs?

Do constituents understand what programs they are eligible for, and how to apply?

How can I accurately determine eligibility and benefit amounts for constituents and businesses?

Are recovery programs efficiently achieving set goals?

How are unique long-term cases tracked over time?

Contact Oracle for help
supporting your recovery programs