

IBM Services for Contact Tracing

Gain residents' trust now to quickly and safely reopen your economy



The key to a successful reopening

As government agencies assess how to ease lockdowns, get people back to work and stimulate economic activity, they must do so with trust, empathy and speed. Agencies must continue to actively manage the COVID-19 health crisis while taking measures to quickly identify and mitigate risk, predict areas of resurgence and balance privacy and security concerns.

IBM believes that a successful reopening requires a thoughtful approach to contact tracing that is resident-first by design and tech-enabled in execution. IBM Services® teams with government agencies like yourself to provide an end-to-end COVID-19 response program that starts with trust.

Building trust

Residents first

Build resident trust, by helping to ensure a thorough process with protected and security-rich data management.

Engage with empathy

Deliver personalized resident experiences using a skilled tracer workforce enhanced with purposeful technology.

Operate with speed and simplicity

Ability to quickly scale, remain flexible and adapt in fast-changing environments.

Benefits:



99% of residents

contacted in 24 hours



48 hours

and core solution is operational



30%–50% average

reduction in cost per contact

IBM maintains trusted relationships with governments worldwide

As a trusted collaborator with global governments, IBM understands the complexity of managing through times of crisis at speed and scale. Our solution is uniquely positioned to provide:



Residents and contact tracers with timely and accurate COVID-19 information at their fingertips with the right mix of technology to create efficiencies and affordability while building trust and high adoption.



A robust ecosystem based on technology for enhanced discovery so contact tracers can focus on resident engagement rather than manual tasks and processes.



Talent acquisition and development capabilities to recruit and train a delivery workforce reflective of and empathetic to your state's needs.



A COVID-19 central command center with a unified transparent view of all tracers, providing recommendations and analysis for real-time decision making with privacy and security controls.

The IBM contact tracing solution:

- **Prioritizes privacy and security** in the design experience to drive adoption.
- **Augments human workflows** with AI, data analytics and mobile solutions to stay ahead of the curve.
- **Accelerates speed to value** by enabling governments to implement the program quickly and at scale.



IBM teams with you

As states reopen and residents transition to a new type of normal, IBM will collaborate with you to provide a solution that is comprehensive across people, technology and data. Tracers are augmented to be more efficient, effective and focused on the most important thing—the safety of your residents.

Schedule a one-on-one consultation with IBM experts to progress your strategies for reopening your economy safely and faster, while gaining the trust of your residents.

Schedule your session today at

ibm.com/talent-management/contact-tracing



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