COVID-19 Partner Social Collaboration: EY Agility Works

EY AgilityWorks

How did this idea come about? In these unprecedented times of COVID-19, businesses have all been trying to adapt to the 'new normal'. Within the UK, keyworkers are our 'unsung heroes' - the heroes undertaking essential activities and work to ensure the country moves forward. At EY we strive to build a better working world, and we hope our application can help to tackle some of the current COVID-19 challenges faced by key workers through modern digital channels. Beyond the immediate need to service our communities, we're confident that our application has a broader appeal to organisations wishing to gauge and improve customer, employee and consumer experience.

About Partner

- Global

Employees 284,000

Revenue US$36.4b

2019, AgilityWorks joined the EY family

Key Industries

- Healthcare
- Public Services
- CP & Retail
- Transport
- Government
- Power & Utilities

Value Proposition

We designed the application by taking a Design thinking-led approach to identify the primary personas involved:
- Vulnerable - People who NEED help
- Volunteers - People who CAN help
- Keyworkers – e.g. medical staff, logistics, etc
- People who are in specialist jobs and need help with personal needs such as deliveries, groceries etc
- Those on the front line need operational issues fixed at a much faster pace than usual.
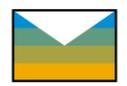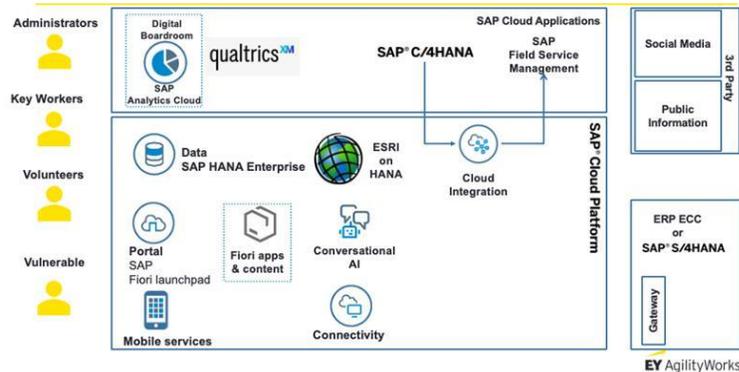
Key Worker Benefits

- Reduced anxiety through access to reliable data
- Simplified access & an enhanced user experience
- A mechanism through which to voice opinion
- A measure of sentiment around community spirit
- Practical help for activities such as delivery of shopping

Overview

- EY Agility Works has created a COVID-19 application which aims to address the needs of keyworkers by understanding the ecosystem in which they operate, the personas involved and their pain points. The application also looks at mental health and wellbeing for both keyworkers and greater society. It also aims to reduce anxiety in keyworkers and measure community sentiment.

Architecture

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