



THE DEPARTMENT OF EMERGENCY AND MILITARY AFFAIRS DEPLOYS A MODERN, DIGITAL PLATFORM TO SUPPORT SEARCH AND RESCUE MISSIONS

| OVERVIEW

The Department of Emergency and Military Affairs (DEMA) consists of the Arizona National Guard Air, Army, Joint Task Force), the Division of Emergency Management and the Division of Administrative Services. DEMA provides vital military and emergency management capabilities to the citizens of Arizona and the Nation.

Prior to implementing Salesforce, DEMA was struggling to maintain a consistent user experience with its existing system.

Recognizing the need to centralize their mission critical information and move to a web-based platform that would provide more stability, DEMA partnered with Mastek to launch a new Search and Rescue Incident Tracking System. The new system is easy to use and allows search and rescue cooperators to quickly find and capture important mission information and manage relationships with its partners more effectively.

| KEY TECHNOLOGIES USED

- Increased efficiency
- Improved system security
- Better insights from data

| CHALLENGE

Before making the switch to Salesforce, DEMA was unable to make upgrades to its legacy system and was receiving feedback that it was complex and frustrating to use. Without cloud-based features to document mission activities or process reimbursement requests, users were filling out a physical form to enter data and submit missions for reimbursement to their financial team. Understanding these challenges, DEMA knew they needed to invest in new technologies to simplify mission-critical processes while staying connected to their most valuable resources.

"The one-on-one assistance and short notice availability and willingness to train new users in an unfamiliar environment was great. Janell and Jessica were always cheerful and more than helpful. I look forward to future projects."

Jesse Robinson
Search and Rescue Coordinator

| SOLUTION

DEMA chose to partner with Mastek due to its experience implementing Salesforce and reputation for successfully working with other public sector organizations. Mastek conducted discovery sessions to develop a deep understanding of the business needs and technical requirements of the new system. The resulting solution uses the Salesforce Lightning Platform, Service Cloud and Community Cloud to manage end-to-end operations associated with search and rescue missions. Users can now log information related to search and rescue missions directly through the Salesforce Community portal and request approval from the state coordinator for the resources used. The system also provides staff the ability to monitor system usage, generate mission reports and sends notifications to staff when new missions are opened or when recovery requests are made.

| KEY TECHNOLOGIES USED

- Salesforce Lightning Platform
- Service Cloud
- Community Cloud
- Government Cloud
- DocuVault
- Rollup Helper

| ABOUT

Mastek is a turnkey & trusted Digital Engineering & Cloud Transformation partner that delivers Innovative Solutions and Business Outcomes for clients in Healthcare & Life Sciences, Retail, Manufacturing, Financial Services, Government/ Public Sector, etc. We enable customer success and business change programs by partnering with enterprises to unlock the power of data, modernize applications to the cloud, and accelerate digital advantage for all stakeholders. Customers Trust Mastek to deliver Business Value with Velocity and we operate in 40+ countries including the UK, Americas, Europe, Middle East, APAC with ~5000 employees. We are in the business of de-complexing Digital and making our clients future-ready with an industry-first approach. For more details, please visit our website www.mastek.com.

