



ESPOCRM A DATA MANAGEMENT SOLUTION

DATA MANAGEMENT IN HUMANITARIAN CONTEXT

In humanitarian operations and programmes, data management plays a crucial role in enabling effective and efficient responses to crises. Effective data management helps to identify and understand the needs of affected communities, facilitate decision-making, and coordinate response efforts. With the increasing use of technology and digital tools in humanitarian operations and programmes, data management has become more complex, requiring specialized skills and resources. Therefore, a robust and well-designed data management system is essential to ensure that the right information is available to the right people at the right time, ultimately helping to save lives and effectively carry out humanitarian programmes.

CASE MANAGEMENT SYSTEMS

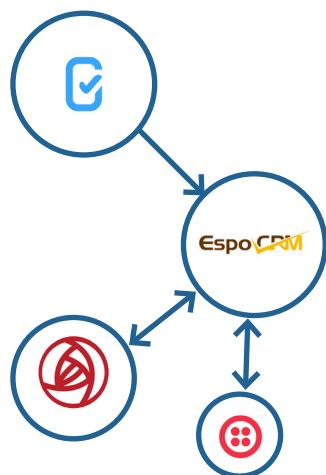
A case management system for humanitarian assistance is a tool used to manage integrated assistance to individuals and families affected by disasters and crises. It stores beneficiary information and tracks assistance to ensure it is provided effectively and efficiently. Case management systems for humanitarian assistance often use a client-centered approach, where beneficiaries are seen as active participants in the assistance process. It is a crucial tool for ensuring the needs of the most vulnerable are met during times of crisis.

What is EspoCRM?

EspoCRM is an open-source customer relationship management (CRM) software that has been adapted to humanitarian settings, by supporting organizations to manage data, such as beneficiary, activities, and services. EspoCRM is highly customizable, making it easy for organizations to tailor to their specific needs and workflows.



Lithuanian Red Cross volunteers using EspoCRM as a Case Management system for the Helpline.
Credit: Lithuanian Red Cross



EspoCRM can allow integration with other applications and tools used during humanitarian response (Kobo Toolbox, RedRose or any other Financial Service Provider, Twilio, etc).

Key functionalities



Easy **data management** for beneficiaries and humanitarian activities.



High flexibility to tailor the Programme specific needs.



Simple **integration** with other applications (e.g., Kobo Toolbox, Twilio, RedRose).



Case management approach in humanitarian programmes.



User management functionalities, allowing to assign different user permission levels.



User-friendly interface at user- and administration-levels.



Real-time **reports and analytics**.

SUCCESSFUL USE CASES WITH ESPOCRM

- Case Management in the Ukraine response.
- Cash and Voucher Assistance (CVA) for Shelter Accommodation Programme in Slovakia and Poland.
- CVA in COVID-19 response in Aruba & St. Maarten
- Beneficiary data management for Restoring Family Links (RFL) in Croatian Red Cross.
- Registration of community activities in Slovakia.