

Disaster support portal accelerates emergency assistance

A U.S. state



Business opportunity

A U.S. state needed to help residents recover following a devastating natural disaster that created significant demand for federal and state recovery assistance. Affected families faced a patchwork of programs spread across state and federal agencies, each with its own website, identity checks, application forms and procedures. Agencies, meanwhile, lacked shared visibility and relied on manual coordination.

The legislature directed the state's IT function to create a unified digital disaster support portal to simplify access to information, services and recovery assistance, such as housing and food, and financial, health, legal and recovery resources. The portal would be one authoritative digital destination for any named disaster going forward, helping residents find relevant assistance and track their status without navigating disconnected agency websites.

Technical challenge

The state had to turn an urgent public-service mandate into a unified digital experience that residents could use in less than three months. Its vision was a single digital front door connecting citizens to disaster-related information and assistance programs spanning federal and state agencies while keeping stakeholders aligned behind one experience.

Delivering that vision required creating and sustaining alignment across the state's technology organization, emergency management agency, executive leadership and participating state and federal programs. The team had to design and test complex cross-agency workflows integrated with existing case management solutions, validate the experience through simulated disaster scenarios and prepare for large-scale public adoption in a compressed window prior to hurricane season.

Our solution

The state and Kyndryl delivered a mobile-first portal for disaster readiness and assistance in just 10 weeks. Kyndryl Vital helped orchestrate a co-creation model with the state's technology organization, emergency management agency, Governor's office, and executive stakeholders to build a shared vision and keep everyone aligned.

Kyndryl used AI-enabled prototyping to accelerate design and development of the portal as a modular platform that will continue to grow and develop over time.

The platform, built with Drupal, React and Salesforce, and supported by a scalable architecture, provides a single authoritative destination for information and assistance.

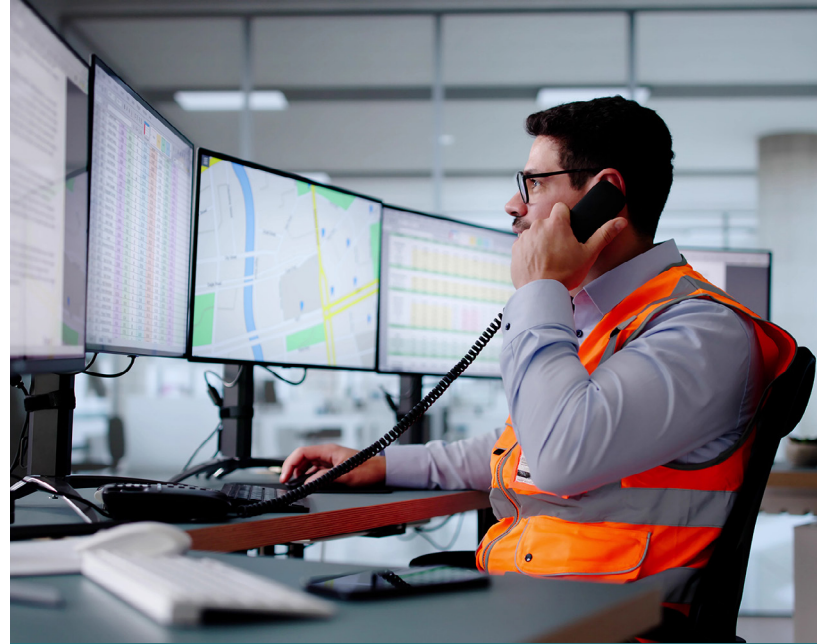
Kyndryl continues to provide application managed services to support future growth.

What progress looks like

Kyndryl's solution gives state residents access to a single, unified and authoritative digital doorway to help when it matters most. If disaster strikes, residents can use their phones to access federal and state recovery programs, helping them find the support they need and get back on their feet faster. The portal enables residents to discover programs, submit secure assistance requests, save their progress, receive notifications and check application status.

For the state, the solution modernizes the delivery of mission-critical public services, improving the experience for residents while optimizing cross-agency service delivery.

- One trusted digital source for disaster information and assistance
- Easier access to urgent recovery programs
- Improved coordination across participating agencies
- Flexible, scalable foundation for future digital services



Meet the team

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