**Current Systems and Process Baseline Assessment Report**

**4.1 Overview**

Assessment of existing systems, workflows, data sources, and pain points.

**4.2 Legacy Systems Reviewed**

* Beneficiary database (custom-built, limited API).
* Logistics management tool (spreadsheet-based).
* Communication tools (email, phone).

**4.3 Process Flow Summary**

* Manual entry and reconciliation of resource requests.
* Fragmented data leading to delays and errors.
* Lack of standardized reporting formats.

**4.4 Pain Points Identified**

* Data silos and duplication.
* Limited mobile or offline capabilities.
* Difficulties in monitoring and audit trails.

**4.5 Recommendations**

* Replace fragmented tools with integrated platform.
* Automate data synchronization and reporting.
* Implement role-based access and audit logging.