



CHRIST
(DEEMED TO BE UNIVERSITY)
BANGALORE | DELHI NCR | PUNE

Implementation of Digital Workspace to manage Donors to simplify the process storing details and communicating with donors

Abhimanyu Satheesan Nair (2360305)

Roshan Joseph Thomas (2360452)

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Mission

Christ University is a nurturing ground for an individual's holistic development to make effective contribution to the society in a dynamic environment

Vision

Excellence and Service

Core Values

Faith in God | Moral Uprightness
Love of Fellow Beings | Social Responsibility
Pursuit of Excellence

Agenda

- 1. Introduction to the problem**
- 2. Community Details**
- 3. Literature Survey/Need Analysis**
- 4. GeoTag Photos**
- 5. Identification Of problem**
- 6. Confirmation Letter**
- 7. Design Plan evaluation (work plan (with dates) + flow diagram)**
- 8. Methodology: Hardware & Software Requirement**

Introduction to the problem

Why Is CRM Needed?

- Difficulty tracking donor history
- Inefficient communication
- Low engagement
- No automation for follow-ups or reminders
- Manual tracking leads to errors
- Hard to maintain consistent communication
- Lack of data insights leads to poor planning



Community Details

NGO Name: *Prajakirana Seva Charitable Trust*

Contact Person: *Mr. B. H. Gali (Rahul Gali) – +91 78926 66797*

Assigned Work: *Development of Customer Relationship Management Software*

SDGs Aligned:

- **Goal 17** - Partnerships for the Goals
- **Goal 1** - No Poverty

Team Members:

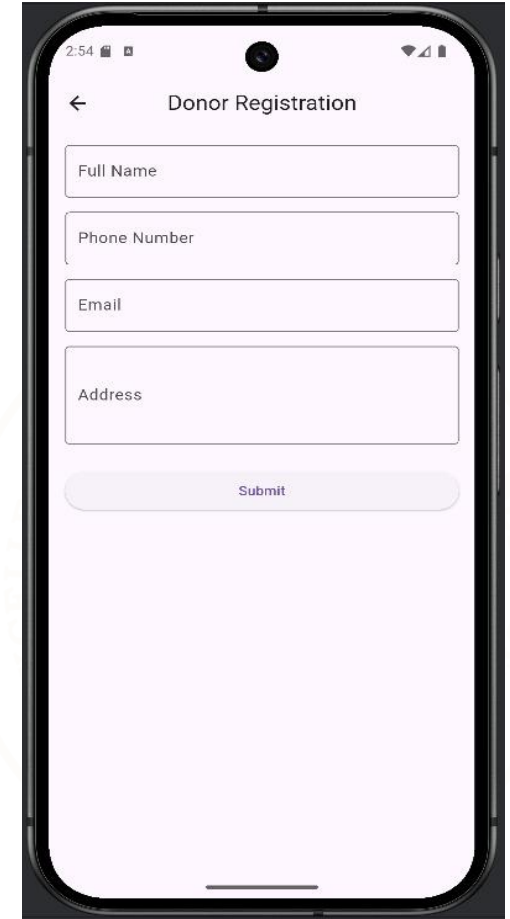
- Abimanyu Satheesan Nair - 2360305
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Literature Survey/Need Analysis

Identified Needs

- A secure platform to store donor and volunteer data
- Automated engagement (emails, WhatsApp messages, reminders)
- Tools to analyse donor behavior and donation trends
- Dashboard for reports, growth metrics, and donor segmentation
- Communication workflows for campaigns and events



The image shows a smartphone screen with a 'Donor Registration' form. The form is displayed on a light purple background. At the top of the screen, the status bar shows the time 2:54 and various icons. The form has a back arrow icon on the left and the title 'Donor Registration' on the right. Below the title, there are four input fields: 'Full Name', 'Phone Number', 'Email', and 'Address'. Each field is a rounded rectangle with a light purple border. Below the 'Address' field is a 'Submit' button, which is a rounded rectangle with a light purple background and a dark purple border. The phone is shown in a black frame.

GeoTag Photos



Identification of problem

The NGO faces the following main problems:


- Manual donor data collection
- No centralized donor database
- No automated communication for follow-ups
- Difficulty in maintaining donor engagement
- No analytics to understand donor contribution patterns

Thus, a web app-based CRM system is required to solve these operational challenges.



Confirmation Letter

ಕರ್ನಾಟಕ ಸರ್ಕಾರದ ನೋಂದಣಿ ಸಂಖ್ಯೆ: No IV-DSP-4-66072-2019-20

 **ಪ್ರಜಾಕಿರಣ ಸೇವಾ ಚಾರಿಟಬಲ್ ಟ್ರಸ್ಟ್ (ಲ.)**
PRAJAKIRANA SEVA CHARITABLE TRUST (R)

To
The Head of the Department
Computer Science
Christ University

Subject: Request for Website Development as Student Project Work

Respected Sir/Madam,

I am writing to request your kind consideration in allowing a group of students to undertake the development of a website as part of their academic project work. The proposed website would serve to promote our organization and receive online donations.

This project will offer students a valuable opportunity to apply their technical skills in a real-world scenario, covering areas such as frontend and backend development, database management, UI/UX design, and project documentation. It will also help them gain experience in teamwork, version control, and project planning.

We believe this initiative will not only enrich the students' learning experience but also contribute positively to the department.

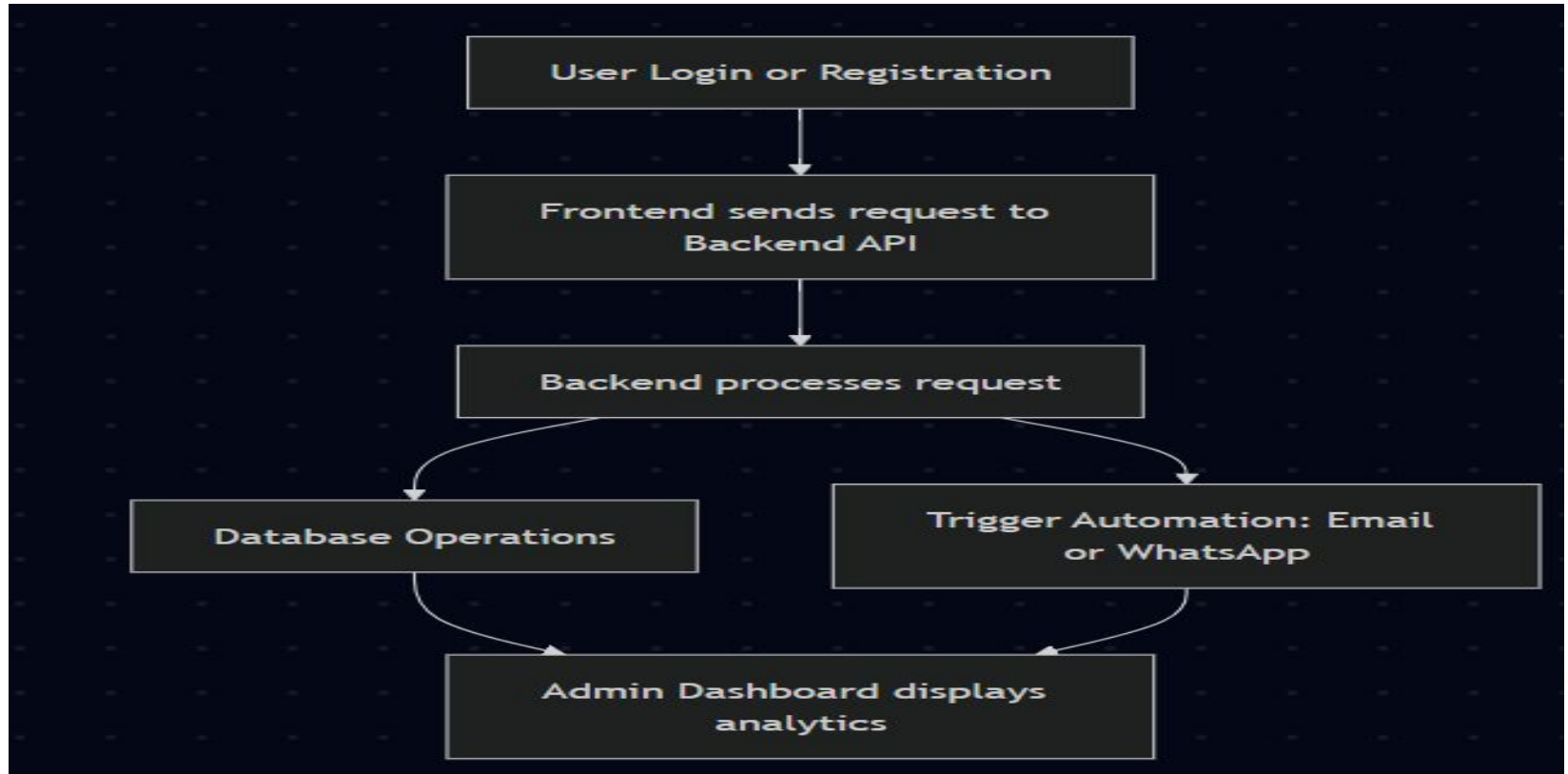
We kindly request your approval to proceed with this as a formal academic project under the guidance of a faculty mentor. We are happy to provide further details or a proposal if required.

Yours sincerely,

Shri. B. H Gali (Rahul Gali)
President

+91 78926 66797 E-mail : pra@bangalore@
NO. 26/2, DEVEGERE, KUMBALAGODU-KAGGALIPURA ROAD, BENGALURU

Design Plan Evaluation



Phase	Timeline (Months)	Details
Phase 1: Requirement Analysis	August 2025	Identify data needs, NGO workflow, communication channels
Phase 2: System Design	October 2025 - November 2025	Database schema, architecture diagrams, UI mockups
Phase 3: Development	December 2025 - January 2026	Build frontend, backend API, automation systems
Phase 4: Testing	January 2026	Unit testing, integration testing, security testing
Phase 5: Deployment	Early February 2026	Host on cloud, release CRM web portal
Phase 6: Maintenance	Mid-End February 2026	Bug fixes, improvements, performance tuning

Methodology: Hardware & Software Requirements

Hardware Requirements

- Laptop/PC for development (8–16 GB RAM)
- Cloud hosting server (Vercel / AWS / GCP)
- Cloud database storage

Software Requirements

Frontend:

- HTML, CSS, JavaScript
- React/Next.js (any modern framework)
- Tailwind CSS/Bootstrap for UI

Backend: Node.js / Python server

- REST API for donor & communication management
- Authentication & role-based access

Database:

- MySQL / PostgreSQL / Firebase / Supabase
- Stores donor details, donations, logs, user roles

Automation:

- Email: SendGrid / Gmail API
- WhatsApp: WhatsApp Business API / Twilio

Deployment & Tools:

- GitHub for version control
- Postman for testing
- Vercel/AWS for deployment
- SSL, data encryption, backups