SAHAYA – Disaster Response Management System

Phase 1: Problem Understanding & Industry Analysis

Problem Statement:

When a disaster strikes like floods, cyclones, or earthquakes - quick help is the difference between safety and loss. Imagine a situation where:

- Command centers are working blind: They don't know how many patients each medical camp is treating, which camps need more doctors, or which are running out of medicine.
- Coordination is a challenge: A camp might have too many surgeons but no nurses, while another camp nearby has the opposite problem. There's no quick way to move volunteers where they're needed most.
- Patient care gets lost: A injured person might get initial treatment at one camp, but if they need to be moved to a hospital, their medical information often stays behind on a paper form.
- Supplies run out unexpectedly: A camp might suddenly realize it has no more bandages or antibiotics, causing dangerous delays.

Because of all this, people don't always get the help they need, when they need it most.

Our Solution in a Nutshell: We are building a central "mission control" system on Salesforce. This system will give organizers a real-time view of all medical camps, help them smartly assign doctors and nurses, track patient care from start to finish, and send alerts before medical supplies run out. The main goal is to use technology to help save more lives during a crisis.

In simple words, **SAHAYA is a one-stop solution to manage, track, and deliver disaster relief in an organized and transparent way.**

1. Requirement Gathering:

- **Centralized Information** – Keep all records of disasters, victims, resources, and volunteers in one place.
- **Automation** – Automatically send alerts, updates, and reminders instead of relying on manual calls.
- **Security** – Make sure private details of victims are only visible to the right people.
- **Reports & Dashboards** – Show real-time status of relief activities for quick decisions.
- **Integration** – Work with other systems like weather alerts, SMS/email, or government data.

2. Stakeholder Analysis:

- **Government / Disaster Authority** – Approves, monitors, and controls relief efforts.
- **NGOs & Volunteers** – Deliver help and update progress in the system.
- **Victims / Citizens** – Report their needs and get updates on the help they'll receive.
- **System Admins** – Manage the Salesforce setup, users, and permissions.
- **Doctor / Nurse** – A simple way to check in patients and record treatments. They only need info for their own camp.
- **Logistics Manager** – Alerts about low supplies and a view of inventory everywhere to plan deliveries.

3. Business Process Mapping:

Current (manual):
Victims call for help → Info is passed through calls/emails → Authorities respond slowly → Resources sent with delays → Poor tracking and no clear updates.

Proposed (with SAHAYA):
Victim submits a request online/app → Case created in Salesforce → Authority approves → Resources assigned → Volunteer delivers → Updates recorded → Dashboards show live progress.

In short: *Request → Approve → Allocate → Deliver → Update → Monitor.*

4. Industry Specific Use Cases:

This system isn't just for earthquakes and floods. It can be adapted for:

- **Pandemics:** To manage testing centers and track vaccine supplies.
- **Refugee Camps:** To provide ongoing healthcare to families over a long period.
- **Big Public Events:** To manage first-aid stations at marathons or music festivals.
- **Rehabilitation:** Track long-term recovery and support.
- **Multi-Agency Work:** Different groups (NGOs, govt) working together on one platform.

5. AppExchange Exploration:

We looked at the Salesforce AppExchange (an app store for Salesforce) to see if we could buy a ready-made solution. We found tools for maps, forms, and texting, but no single app, that does exactly what we need for disaster response.

This actually confirmed that building a custom app is the best choice. It allows us to tailor every feature perfectly to the life-saving needs of this specific situation, making it as efficient and effective as possible.

So, **SAHAYA will be a custom-built, lightweight app** designed exactly for disaster management needs - fast, simple, and effective.