

EduCredChain – Salesforce Blockchain Credential & Scholarship Manager

Phase 1: Problem Understanding & Industry Analysis

■ Goal:

EduCredChain aims to revolutionize the education sector by combining Salesforce CRM with Blockchain technology. The system addresses issues of credential authenticity, manual verification, scholarship delays, and data fragmentation while ensuring transparency, automation, and tamper-proof record keeping.

1. Requirement Gathering

- Universities should be able to issue digital, blockchain-secured credentials.
- Recruiters need instant, tamper-proof verification of credentials.
- Students must access credentials and scholarship disbursement status easily.
- Financial institutions require automated, milestone-based fund disbursement.
- Institutions should have dashboards for monitoring academic and financial data.

2. Stakeholder Analysis

- Students: Require secure, instant access to academic records and scholarships.
- Recruiters/Employers: Need fast and reliable credential verification.
- Universities/Institutions: Aim to reduce forgery and administrative workloads.
- Financial Institutions: Seek automated, transparent scholarship disbursements.

3. Business Process Mapping

Credential Lifecycle: - University issues credential → Credential stored on blockchain → Student accesses it instantly → Recruiter verifies authenticity online. Scholarship Lifecycle: - Student applies for scholarship → Application approved → Funds disbursed automatically based on milestones → Transparent status updates available.

4. Industry-specific Use Case Analysis

- Fake certificates are widespread, reducing institutional credibility.
- Manual verification is slow, resource-intensive, and prone to errors.
- Scholarship fraud and delays harm student trust and satisfaction.
- Fragmented data systems hinder insights and performance analysis.
- Blockchain and Salesforce integration ensures security, automation, and transparency.

5. AppExchange Exploration (or similar marketplace)

Existing EdTech and credential management solutions can be analyzed, but EduCredChain focuses on a tailored, Salesforce + Blockchain powered system that directly addresses industry needs like credential authenticity, automation, and transparent scholarship disbursement.