**PROBLEM STATEMENT**

***Smart Healthcare Equipment Rental & Tracking CRM***

Hospitals, clinics, and home-care providers often need to **rent medical equipment** like wheelchairs, ventilators, oxygen machines, and patient monitors for short or long periods.

Right now, most rental companies use **manual methods** like phone calls, paper records, or Excel sheets. This causes problems such as:

* Double-booking the same equipment.
* Forgetting to track returns.
* Difficulty in knowing how much revenue or inventory is available.

To solve this, we will build a **Salesforce CRM system** that will:

* Show equipment availability in real-time.
* Automate the booking process.
* Manage approvals for expensive rentals.
* Send reminders and notifications to customers.
* Generate useful reports for managers.