



Success Story

Delivering a Breakthrough in Modernizing Disaster and Military Relief Operations

Overview

A large US Enterprise wanted to modernize their relief operations by integrating disaster and military aid services into a single, efficient platform. They approached Exavalu to streamline their workflows, enhance process tracking, and improve system resilience.

Services

- Implementation
- Integration

Challenges

Our client faced several operational inefficiencies in managing aid distribution due to the lack of a unified platform. Their existing system struggled with recording and tracking beneficiary interactions, further complicating accurate funds disbursement. System limitations resulted in duplicate payments, while slow application processing impacted the overall user experience. The absence of proper technical and process documentation inhibited system enhancements, and the lack of API transaction logs created gaps in the payment reconciliation process.

How Exavalu Brought a Difference

Our Methodology and Approach

Exavalu developed a client relationship management system to integrate disaster and military relief services into a unified platform seamlessly. We enhanced their entire payment process and ensured accurate and timely fund disbursement through third-party API integrations.

We introduced a portal using Lightning Web Components (LWC) and Experience Cloud to support workers' intake capabilities, enabling real-time notifications and efficient document-related confirmations. We also established comprehensive technical documentation to streamline their future system enhancements.

We introduced a new relic dashboard for real-time system monitoring and proactive performance management. Additionally, we facilitated the seamless migration of 2.5 million SMS records from a third-party tool to an in-house SMS application using the bulk API, ensuring data integrity. Lastly, we implemented an asynchronous process to capture API request-response details post-callout, maintaining transaction logs even in cases of unrelated Apex errors.



Business Impact

- Enhanced payment flows to reduce duplicate and erroneous disbursements, ensuring accurate financial transactions.
- Optimized document upload and confirmation processes to accelerate beneficiary service delivery.
- Minimized maintenance efforts using ProVar Automation while improving system resilience, debugging, and issue resolution.
- Enabled early detection of performance degradation, ensuring real-time monitoring, swift issue resolution, and system reliability.

Metrics

9000+ Support Cases Raised and Triaged for the California Wildfires (2025).

11000+ Support Cases Raised and Triaged for Hurricanes Helen and Milton.

1 Unified platform for connected experience for both beneficiaries and the workforce.