Ideation Phase

Define the Problem Statements

Date	24 June 2025
Team ID	LTVIP2025TMID29797
Project Name	Workforce Administration Solution(dev)
Maximum Marks	2 Marks

The current workforce administration processes are highly fragmented, relying on disconnected tools such as spreadsheets, emails, and legacy systems to manage onboarding, leave, performance tracking, and HR case management. This results in inefficiencies, data silos, manual errors, and inconsistent workflows across departments. HR teams are overwhelmed with repetitive, manual tasks that delay approvals, reduce productivity, and increase the risk of non-compliance. Moreover, employees lack access to self-service tools for basic HR needs, leading to frustration and increased support queries. Business leaders are also unable to make timely, data-driven decisions due to limited real-time visibility into workforce metrics. Additionally, the absence of integration between HR systems and payroll or finance platforms leads to duplicate data entry and frequent mismatches. These challenges collectively hinder operational efficiency, reduce employee satisfaction, and expose the organization to compliance risks. Therefore, the organization needs a unified, automated workforce administration solution built on Salesforce to centralize processes, enable self-service, integrate systems, and provide real-time insights for strategic decision-making.

Example:

Current manual workforce administration processes, including time tracking, leave management, and performance reviews, are inefficient and error-prone, leading to increased administrative overhead, inaccurate data, and delayed decision-making. This negatively impacts employee morale and overall organizational productivity."

Aspect	Details
Current Situation	**Workforce processes (time tracking, leave, performance reviews) are manual.**
Challenges	**- Inefficiency in HR operations** **- Prone to human error** **- Delayed approvals and reviews**
Impact	**- Increased administrative workload** **- Inaccurate data** **- Slow decision-making**

Aspect	Details
Consequences	- Reduced employee morale - Lower productivity - Poor employee experience
Business Need	Streamline workforce administration through automation and system integration.
Proposed Solution	Implement a centralized, automated Salesforce-based solution for workforce administration.