

Customer Problem Statement

Date	01 November 2025
Team ID	NM2025TMID05296
Project Name	Laptop Request Catalog Item
Maximum Marks	2 Marks

Customer Problem Statement Template

I am	I'm trying to	But	Because	Which makes me feel
an employee who needs a new laptop for work.	request a laptop quickly and track its approval and delivery through a single platform.	the current process is manual — I have to send emails, wait for approvals, and follow up multiple times without clear status updates.	there is no centralized system or automated workflow to handle laptop requests, approvals, and IT fulfillment efficiently.	frustrated, uncertain, and unproductive as I spend time chasing updates instead of focusing on my work.