

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

an employee who needs a new laptop for work.

I'm trying to

request a laptop quickly and track its approval and delivery through a single platform.

But

the current process is manual — I have to send emails, wait for approvals, and follow up multiple times without clear status updates.

Because

there is no centralized system or automated workflow to handle laptop requests, approvals, and IT fulfillment efficiently.

Which makes me feel

frustrated, uncertain, and unproductive as I spend time chasing updates instead of focusing on my work.