**Business Requirements Document (BRD) – SaaS HRMS**

Project Name: SaaS-based Human Resource Management System (HRMS)  
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# Document Control

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# 1. Executive Summary

This Business Requirement Document (BRD) outlines the objectives, scope, and requirements for implementing a SaaS-based Human Resource Management System (HRMS). The initiative is driven by the need to modernize HR operations, reduce inefficiencies, ensure compliance, and enhance employee experience across the organization.

## 1.1 Generic HR Challenges

Organizations across industries face recurring HR management problems:

* **Fragmented systems** → Employee data scattered across multiple platforms, leading to duplication and inconsistencies.
* **Manual processes** → Paper-based workflows for onboarding, leave, and approvals create delays and errors.
* **Limited self-service** → Employees and managers depend on HR staff for routine queries, increasing workload.
* **Lack of analytics** → Minimal visibility into workforce trends, reducing the ability to make informed, data-driven decisions.
* **Compliance risks** → Weak audit trails and poor governance expose organizations to penalties and reputational damage.

## 1.2 Specific Organizational Challenges

The current environment within the organization highlights urgent inefficiencies:

* **Onboarding delays** reduce new hire productivity and damage the first impressions of the employee experience.
* **Inconsistent employee records** lead to payroll errors, reporting gaps, and compliance risks.
* **Repetitive HR queries** around pay stubs, leave balances, and personal data consume HR bandwidth.
* **Communication silos** (emails, chats, scattered tools) make collaboration inefficient and inconsistent.
* **Lack of integration** between recruitment, learning, and HR modules reduces visibility into the full employee lifecycle.

## 1.3 Strategic Value of SaaS HRMS

Adopting a SaaS-based HRMS directly addresses these challenges by:

* **Centralization** of all employee data into a secure, cloud-hosted platform.
* **Workflow automation** for onboarding, offboarding, leave, and approvals to reduce manual errors.
* **Self-service empowerment** for employees and managers, reducing dependency on HR.
* **Analytics are embedded** into every module to enable better decision-making and workforce planning.
* **Scalability and compliance** through a continuously updated, multi-tenant SaaS system.

This transformation supports the organization’s strategic goals of **digital transformation, employee empowerment, operational efficiency, and regulatory compliance**.

# 2. Project Background

Organizations face common challenges with HR management, including manual record-keeping, lack of system integration, and compliance risks. These generic issues result in inefficiency, errors, and poor workforce visibility.

*Key Industry Challenges:*

* Fragmented HR systems lead to duplicate or inconsistent employee records.
* Manual, paper-based workflows are causing delays and higher error rates.
* Limited analytics capabilities are reducing data-driven decision-making.
* Compliance risks from weak audit trails and decentralized data handling.

Specifically, the current environment struggles with slow onboarding processes, inconsistent employee data, limited self-service functionality, and communication silos. The proposed HRMS will address these pain points by centralizing HR functions, automating workflows, and embedding analytics across all modules.

*Current Organizational Pain Points:*

* Onboarding delays reduce new hire productivity and experience.
* Outdated or inconsistent employee data affects payroll and reporting accuracy.
* Employees and managers are dependent on HR for routine queries due to a lack of self-service tools.
* Communication is scattered across multiple platforms, reducing collaboration and transparency.

# 3. Project Scope

This project will implement a SaaS-based HRMS that centralizes employee data, automates key HR workflows, and empowers employees and managers with self-service capabilities. The scope of this phase covers core HR, onboarding and offboarding, self-service portals, recruitment, leave and attendance, learning management, communication & collaboration, security & compliance, and embedded reporting/analytics, while excluding Payroll & Compensation and Progress Tracking for now.

## 3.1 Client Onboarding

**Purpose**This section defines the process for onboarding a **new client organisation** onto the SaaS-based HRMS platform. Unlike employee onboarding (end-user setup), client onboarding covers all activities required to provision, configure, and prepare a new tenant environment for the client company.

**Scope and Activities** The client onboarding process typically includes:

* **Tenant / Account Creation:** Provisioning a dedicated, logically isolated tenant for the client within the multi-tenant HRMS environment.
* **Initial Configuration:** Setting up organisational structure, security roles, workflows, and module preferences based on the client’s requirements.
* **Data Migration:** Importing employee records, historical data, and relevant documents into the HRMS using secure transfer protocols.
* **Branding & Customisation:** Applying client-specific branding (logos, colours, templates) and enabling optional modules.
* **Integration Setup:** Configuring APIs and connectors for payroll, identity management, or other business systems as required.
* **Admin & Key-User Training:** Providing training to client HR administrators and managers on system use, reporting, and self-service features.
* **Testing & Validation:** Jointly validating data integrity, workflows, and access rights before go-live.
* **Go-Live Support:** Offering hypercare support during the initial launch to ensure smooth adoption.

**Roles & Responsibilities**

* **Vendor / Implementation Team:** Provision tenant, configure modules, provide data migration templates, conduct training, and manage support.
* **Client Organisation:** Supply data, approve configurations, nominate key users for training, and validate outcomes.

**Typical Timeline**Depending on client size and data complexity, client onboarding takes **4–8 weeks**. Activities can run in parallel where possible, with clear milestones for data migration, configuration approval, and user training.

**Expected Outcome** A fully configured, secure, and branded HRMS tenant ready for employee and manager access, with trained administrators and integrated business systems.

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## 3.2 In Scope

The SaaS HRMS will include the following functional modules:

| **Module** | **Description** |
| --- | --- |
| **Core HR & Employee Data Management** | Handles the core functionalities of employee data management |
| **Onboarding & Offboarding** | Handles onboarding and offboarding for the employees |
| **Employee Self-Service (ESS)** | Enables employees to perform specific tasks independently as needed. |
| **Manager Self-Service (MSS)** | Enables managers to perform specific tasks independently as needed. |
| **Recruitment & Talent Acquisition** | Looking for new talent via various job portals |
| **Leave & Attendance Management** | Manages employee attendance and shift handling |
| **Learning & Development (LMS)** | Self learning modules to upgrade employees’ skills & knowledge |
| **Communication & Collaboration** | Essential for internal communication & collaboration |
| **Security & Compliance** | Helps to maintain security and compliance as per HR policies. |

Key features include role-based secure access, embedded reporting and analytics across all modules, workflow automation, and integration with payroll, identity management, and benefits systems.

## 3.3 Out of Scope

The following modules are not in scope for:

| **Module** | **Description** |
| --- | --- |
| **SaaS does not support custom HR policies requiring unique workflows** | SaaS provides configurable options, not one-off customizations |
| **Payroll & Compensation** | Native payroll processing excluded; only integrations supported |
| **Non-HR Modules** | Non-HR functions like CRM, sales management, inventory, and accounting are not part of the HRMS (unless integrated via APIs) |
| **Providing biometric hardware devices** | SaaS integrates with hardware, but procurement & installation are the client’s responsibility. |
| **Vendor Selection** | Choosing cloud providers or third-party tools |
| **Direct source code customization** | SaaS allows only configuration, not deep code-level changes. |
| **Full legacy data migration (all historical records)** | Only agreed-upon datasets migrated; historical data may need a separate effort. |

# 4. Requirements

Requirements are commonly classified into two broad categories:

## 4.1 Functional Requirements

Functional Requirements define *what the system should do*. They mainly cover features, modules, and workflows (e.g., employee onboarding, LMS, leave management, performance appraisal, security & compliance).

**BR-F-001: Centralized Employee Profile Management** *Features:* Role-based access, customizable fields, audit trail of changes, employee directory, integration with MSS/ESS.

**BR-F-002: Automated Onboarding Workflows** *Features:* Digital document submission, task assignment (IT, admin, HR), compliance checklist, automated welcome emails, and onboarding dashboard.

**BR-F-003: Automated Offboarding Workflows** *Features:* Clearance checklists, system access revocation, asset return tracking, final settlement documentation, and exit surveys.

**BR-F-004: Employee Self-Service (ESS) Portal** *Features:* Update personal details, access to digital pay stubs, leave request submission, real-time leave balance display, company news, and announcements.

**BR-F-005: Manager Self-Service (MSS) Dashboards** *Features:* Team overview dashboard (roles, leave status, availability), leave approvals/rejections with comments, access to performance review history, task delegation and progress tracking, exportable reports.

**BR-F-006: Recruitment & Talent Acquisition** *Features:* Job posting to multiple platforms, candidate database management, resume parsing, interview scheduling, and recruitment analytics dashboards.

**BR-F-007: Leave & Attendance Management** *Features:* Configurable leave policies, leave balance tracking, attendance logs (biometric/SSO), overtime and late arrival rules, shift and scheduling templates.

**BR-F-008: Learning Management System (LMS)** *Features:* Course creation and assignment, SCORM/xAPI compatibility, role-based course auto-enrollment, blended learning (self-paced + instructor-led), certification generation, compliance training with reminders, and learner progress analytics.

**BR-F-009: Communication & Collaboration Tools** *Features:* Secure 1:1 and group chat, threaded discussions, announcements and alerts, discussion forums, file/document sharing with version control, and calendar integration.

**BR-F-010: Video Conferencing & Events Integration** *Features:* Embedded conferencing (Zoom/MS Teams), shared HR calendar (trainings, appraisals, holidays), task assignment during meetings, employee recognition/kudos board.

**BR-F-011: Security & Compliance** *Features:* Role-based access control (RBAC), multi-factor authentication (MFA), GDPR/CCPA consent management, immutable audit logs, regular penetration testing, and third-party audits.

**BR-F-012: Integrations & APIs** *Features:* REST/GraphQL endpoints, pre-built connectors for payroll/accounting systems, webhooks for event-based updates, single sign-on (SSO) with SAML 2.0/OAuth 2.0.

**BR-F-013: Reporting & Analytics (Embedded Across Modules)** *Features:* Module-level dashboards (onboarding, recruitment, learning, leave, compliance), customizable reports, export to Excel/PDF, predictive insights (attrition, hiring needs), and trend analysis.

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## 4.2 Non-Functional Requirements

Non-Functional Requirements define *how the system should perform*. The primary aspects include ability, performance, security, usability, availability, compliance, and integration standards.

**BR-NF-001: Performance** *Requirement:* The system must support 5,000 concurrent users with an average response time < 2 seconds.  
 *Features/Examples:* Load-balanced cloud infrastructure, performance monitoring dashboards, stress-testing before go-live.

**BR-NF-002: Availability** *Requirement:* Ensure 99.9% uptime SLA.  
 *Features/Examples:* Redundant servers across regions, automatic failover, disaster recovery site, and uptime monitoring tools.

**BR-NF-003: Security** *Requirement:* Data must be protected at rest and in transit.  
 *Features/Examples:* AES-256 encryption for databases, TLS 1.2+ for data transfer, Multi-Factor Authentication (MFA), intrusion detection system.

**BR-NF-004: Scalability** *Requirement:* The system should scale seamlessly with user growth.  
 *Features/Examples:* Auto-scaling cloud resources, modular architecture, elastic storage, load balancers.

**BR-NF-005: Usability** *Requirement:* The system must be intuitive and accessible to all users.  
 *Features/Examples:* WCAG 2.1 AA compliance, user-friendly UI with clear navigation, consistent design patterns, contextual help & tooltips.

**BR-NF-006: Compliance** *Requirement:* System must comply with global and local regulations.  
 *Features/Examples:* GDPR/CCPA compliance workflows, data retention policies, consent management tools, automated DSAR request handling.

**BR-NF-007: Maintainability** *Requirement:* Vendor must ensure easy maintenance with minimal downtime.  
 *Features/Examples:* Quarterly updates with < 1 hour downtime, in-app release notes, rollback capability, modular code structure.

**BR-NF-008: Integration** *Requirement:* System must integrate smoothly with external tools.  
 *Features/Examples:* REST/GraphQL APIs, pre-built payroll connectors, SAML/OAuth 2.0 for SSO, webhook support for event-driven updates.

**BR-NF-009: Auditability** *Requirement:* All activities must be logged and retained for compliance.  
 *Features/Examples:* Immutable audit logs with user ID & timestamps, 7-year retention policy, exportable logs for auditors, configurable access logs.

**BR-NF-010: Reliability** *Requirement:* System must recover quickly from failures with no data loss.  
 *Features/Examples:* Real-time replication, daily automated backups, RTO < 4 hours, RPO near zero, regular DR drills.

# 5. Key Stakeholders

| **Stakeholder** | **Role/Responsibility** |
| --- | --- |
| **Project Sponsor** | Provides executive oversight, secures funding, and approves project scope and direction. |
| **HR Director / HR Manager** | Defines HR policies, validates HR process alignment, and ensures compliance with regulations. |
| **IT Manager / CIO** | Oversees system architecture, security, integrations, and ensures IT policy compliance. |
| **HR Operations Team** | Provides inputs on day-to-day HR workflows (onboarding, leave, attendance, payroll). |
| **Recruitment Manager** | Defines talent acquisition workflows, job postings, and candidate evaluation processes. |
| **L&D Manager** | Provides learning and training requirements, manages LMS content, and certification needs. |
| **Line Managers (MSS Users)** | Use MSS dashboards, approve/reject requests, track team performance, and tasks. |
| **Employees (ESS Users)** | Use the ESS portal for self-service, and provide feedback on usability and adoption. |
| **Compliance Officer / Legal Team** | Ensures system meets GDPR/CCPA and labor law requirements, validates audit logs. |
| **Finance/Payroll Team** | Validates payroll integration, ensures accurate financial reporting, and data sync. |
| **Vendor / SaaS Provider** | Delivers HRMS product, manages upgrades, support, SLAs, and security compliance. |
| **Project Manager / BA** | Coordinates project activities, gathers requirements, manages timelines, and stakeholder communication. |

# 6. Schedule & Milestones

## 6.1 Waterfall Model

The Waterfall model delivers the HRMS in a **linear, sequential manner**. Each phase — from requirements gathering to design, development, testing, deployment, and post-go-live support — is fully completed and approved before the next begins. This approach provides a clear structure, fixed scope, and well-defined deliverables, making it suitable where regulatory compliance, formal approvals, and predictable timelines are critical. Milestones are tracked at the end of each phase, ensuring stakeholders can see progress and sign off before moving forward. **The estimated duration for the Waterfall Model is ~13 months.**

| **Phase** | **Activities** | **Duration** | **Milestone** |
| --- | --- | --- | --- |
| **1. Requirement Gathering** | Stakeholder interviews, BRD finalization, sign-off. | 2 months | Signed-off BRD |
| **2. System Design** | High-level and detailed design, architecture planning, and integration blueprint. | 2 months | Approved System Design Document |
| **3. Development** | Module-wise development (Core HR, ESS, MSS, Recruitment, LMS, etc.). | 5 months | Development Completion |
| **4. Testing (UAT & QA)** | Functional testing, performance/security testing, compliance validation. | 2 months | UAT Sign-off |
| **5. Deployment** | Production rollout, user onboarding, and initial support. | 1 month | Go-Live |
| **6. Post-Go-Live Support** | Hypercare support, stabilization, and knowledge transfer. | 1 month | Project Closure |

## 6.2 Agile Model

The Agile model delivers the HRMS in **short, iterative sprints**. Instead of waiting for the entire system to be built, high-priority modules (such as Core HR, ESS, or Recruitment) are released incrementally and refined based on stakeholder feedback. This approach promotes flexibility, faster time-to-value, and continuous improvement. Each sprint ends with a demo or working increment, allowing users to validate functionality early and influence subsequent work. Milestones are measured by sprint outcomes rather than phase completion. **The estimated duration for the Agile model is ~ 14 months.**

| **Sprint / Phase** | **Activities** | **Duration** | **Milestone / Deliverable** |
| --- | --- | --- | --- |
| Sprint 0 (Preparation) | Backlog creation, user story refinement, estimation (story points), environment setup, and team onboarding. | 1 week (Oct 6–12) | Product backlog ready & sprint plan finalized |
| Sprint 1 | Core HR & Employee Lifecycle setup – offer letter, e-signature, pre-joining docs, employee profile, emergency contacts. | 2 weeks (Oct 13–26) | Core HR functional prototype |
| Sprint 2 | Recruitment setup – Job posting, candidate data capture, LinkedIn/Job board integration. | 2 weeks (Oct 27–Nov 9) | Recruitment intake demo |
| Sprint 3 | Recruitment continuation – Resume parsing, talent pool search, and candidate shortlisting workflows. | 2 weeks (Nov 10–23) | Recruitment module demo |
| Sprint 4 | Leave & Attendance – Apply/approve leave, biometric check-ins, leave balance management. | 2 weeks (Nov 24–Dec 7) | Leave & Attendance demo |
| Sprint 5 | Learning & Development (LMS) – Course catalog, enrollment, compliance training, completion certificates. | 2 weeks (Dec 8–21) | LMS feature demo |
| Sprint 6 | ESS & MSS – Employee payslips, leave requests, manager approvals, team oversight dashboards. | 2 weeks (Dec 22–Jan 4) | ESS & MSS demo |
| Sprint 7 | Communication & Collaboration – Announcements, chat, notifications, integrations (Teams/Zoom). | 2 weeks (Jan 5–Jan 18) | Collaboration module demo |
| Sprint 8 | Security & Compliance – Role-based access iteration 2, MFA, activity tracking, final QA, and readiness. | 2 weeks (Jan 19–Feb 1) | MVP ready for UAT / Go-Live prep |
| Post-MVP (Optional) | UAT, bug fixes, documentation, and retrospectives. | 1 week (Feb 2–8) | Go-Live sign-off |

# 7. Risks & Mitigation

| **Area** | **Description/Question** | **Impact** | **Mitigation** |
| --- | --- | --- | --- |
| **Workflows** | What degree of workflow customization should clients have (drag-and-drop builder vs fixed templates)? | Impacts usability and scalability. | Define a standard workflow library with optional customization. |
| **Integrations** | Should conferencing tools (Zoom/Teams) be part of the MVP or roadmap? | Impacts delivery timeline and technical integrations. | Roadmap prioritization workshop with stakeholders. |
| **Analytics** | Which dashboards/metrics are essential for MVP vs advanced roadmap? | Impacts the reporting scope of the first release. | Prioritize through HR leadership & client workshops. |
| **Data Migration** | Legacy HR data may be inconsistent or incomplete. | Errors in employee records, compliance risks. | Data audit, cleansing, and pilot migration before go-live. |
| **Resistance to Change** | Employees may prefer old systems/manual processes. | Low adoption, wasted investment. | Change management plan, training, HR champions. |
| **Integration Challenges** | Difficulty connecting HRMS with ERP, attendance devices, and job boards. | Manual workarounds, delays, and duplication of data. | Use standard APIs, sandbox testing, and early IT involvement. |
| **Compliance Risks** | GDPR/ISO/SOC2 requirements not fully met. | Legal penalties, reputational damage. | RBAC, encryption, vendor certifications, and regular audits. |
| **Insufficient Training** | Users may not understand features or best practices. | Underutilization, high support tickets. | Role-based training, knowledge base, refresher sessions. |
| **Unrealistic Timelines** | Aggressive deadlines without proper testing. | Quality issues, rework, poor adoption. | Define MVP scope, phased rollout, and allocate UAT time. |
| **Scalability Issues** | Rapid business growth may strain SaaS performance. | System lag, inefficiency. | Auto-scaling architecture, performance testing. |
| **Vendor Dependency** | Heavy reliance on the vendor for support and updates. | Delays in issue resolution and customer dissatisfaction. | SLA-based support, training for client admins. |

# 8. Assumptions & Constraints

## 8.1. Assumptions

### 8.1.1 General System Assumptions

* The HRMS will be delivered as a **cloud-hosted SaaS solution**, accessible via web and mobile browsers.
* All users will have **internet access** and compatible devices to interact with the system.
* The system will support **multi-tenant architecture**, allowing configuration per organization.
* The platform will follow **industry-standard security protocols** (e.g., TLS, AES encryption).
* The system will be developed using **modern web technologies** (e.g., React, Node.js, PostgreSQL).
* All modules will be **modular and loosely coupled**, allowing independent updates and scaling.

### 8.1.2 User & Role Assumptions

* Users will be categorized into predefined roles: **HR Admin, Manager, Employee, IT Admin, and Recruiter**.
* Role-based access control (RBAC) will govern visibility and permissions across modules.
* Users will be authenticated via **SSO or platform-native login**, with optional MFA.
* Each user will have a unique identifier and an audit trail for all system interactions.

### 8.1.3 Functional Assumptions

* Employee data will be **entered manually or imported** from existing systems during the onboarding process.
* Leave policies, shift schedules, and organizational hierarchies will be **configured by HR Admins**.
* Recruitment workflows will be **customizable per job role or department**.
* ESS/MSS portals will be **accessible 24/7**, with real-time updates and notifications.
* LMS content will be **created internally or integrated from third-party providers**.
* Communication tools will be **limited to internal users**, with no external messaging.
* S**ystem events or** **user actions will trigger all workflows**.

### 8.1.4 Integration Assumptions

* The system will integrate with **Zoom, Microsoft Teams, payroll systems, and calendar tools** via APIs.
* External systems will expose **standardized REST or GraphQL endpoints** for integration.
* Authentication services will support **SAML 2.0 and OAuth 2.0 protocols**.
* Webhooks will be used for **event-driven notifications and data sync**.

### 8.1.5 Non-Functional Assumptions

* The system will maintain **99.9% uptime**, excluding scheduled maintenance windows.
* Performance benchmarks assume **up to 5,000 concurrent users** under normal load.
* Data backups will be performed **daily**, with retention policies defined by the client.
* The system will comply with **GDPR, CCPA, and other applicable data protection laws**.
* Accessibility will follow **WCAG 2.1 AA standards**, ensuring usability for all users.
* Updates and patches will be deployed **quarterly**, with rollback capabilities.
* Audit logs will be **immutable and retained for a minimum of 7 years**.

### 8.1.6 Deployment & Maintenance Assumptions

* The system will be deployed on a **cloud platform (e.g., AWS, Azure, GCP)** with auto-scaling enabled.
* Disaster recovery will include **redundant infrastructure and failover mechanisms**.
* Maintenance tasks will be scheduled during **non-peak hours**, with prior notifications.
* Clients will have access to **support channels and documentation** for troubleshooting.

## 8.2 Constraints

### 8.2.1 Technical Constraints

* The system must be developed using **web-based technologies** (e.g., React, Node.js, PostgreSQL).
* Deployment is restricted to **cloud platforms** (e.g., AWS, Azure, GCP) with no on-premise option.
* Only **RESTful APIs and OAuth 2.0/SAML 2.0** are permitted for external integrations.
* The system must support **multi-tenant architecture**, limiting customization at the code level.
* All data must be stored in an **encrypted format**, adhering to AES-256 standards.

### 8.2.2 Business Constraints

* The initial release must include **core HR modules**: Employee Management, Leave, Attendance, Payroll, and Recruitment.
* Budget allocation limits the use of **third-party premium services** (e.g., advanced analytics, AI-based recruitment).
* The project timeline is fixed to **12 weeks**, with no buffer for scope expansion.
* Licensing model must follow a **subscription-based pricing structure**, billed monthly or annually.
* Only **English language support** is available in the MVP; localization is deferred to future phases.

### 8.2.3 Operational Constraints

* System maintenance must occur during **non-business hours**, with a maximum downtime of 2 hours per month.
* Support team availability is limited to **business hours (9 AM – 6 PM IST)**, Monday to Friday.
* User training and onboarding must be completed within **2 weeks of deployment**.
* Data migration from legacy systems must be completed using **CSV templates only**.

### 8.2.4 Legal & Compliance Constraints

* The system must comply with **GDPR, CCPA**, and the **Indian IT Act** regulations.
* Audit logs must be retained for **7 years**, with no deletion or modification allowed.
* User consent must be captured for all **data collection and processing activities**.
* The system must not store **biometric data or sensitive health information**.

### 8.2.5 Performance Constraints

* The system must support up to **5,000 concurrent users** with a < 2-second response time.
* Page load time must not exceed **3 seconds** under normal load conditions.
* Scheduled jobs (e.g., payroll processing) must complete within **15 minutes**.

### 8.2.6 Design Constraints

* UI/UX must follow **Material Design guidelines** for consistency and accessibility.
* The system must be responsive across **desktop, tablet, and mobile browsers**.
* Branding elements (logo, color scheme) must be **configurable per tenant**, but layout remains fixed.

# 9. Conclusion

The proposed SaaS-based Human Resource Management System (HRMS) will transform the organization’s HR operations by addressing both **generic industry-wide challenges** and **specific organizational inefficiencies**. Through centralized data management, automated workflows, integrated analytics, and secure, scalable architecture, the solution will empower employees and managers while reducing HR administrative burden.

The **functional requirements (FRs)** clearly define how each HR process—spanning onboarding, employee management, recruitment, leave & attendance, learning, collaboration, and compliance—will be digitized and streamlined with measurable features. At the same time, the **non-functional requirements (NFRs)** ensure the system’s performance, security, scalability, and compliance are robust and sustainable, supporting long-term growth and trust.

By adopting this solution, the organization gains:

* A **future-ready HR ecosystem** aligned with best practices.
* **Embedded analytics** for data-driven decision-making across the employee lifecycle.
* **Compliance assurance** with GDPR/CCPA and audit-ready workflows.
* A system that is **scalable, reliable, and continuously updated** under the SaaS delivery model.

This HRMS initiative directly supports the strategic goals of **operational efficiency, employee empowerment, compliance assurance, and digital transformation**. It establishes a strong foundation for expanding into additional modules such as payroll and compensation in future phases, ensuring scalability as organizational needs evolve.

# 10. Glossary

| **Term** | **Definition** |
| --- | --- |
| **SaaS (Software as a Service)** | A cloud-based delivery model where software is hosted centrally and accessed via the internet on a subscription basis. |
| **HRMS (Human Resource Management System)** | A digital platform to manage employee lifecycle processes, including onboarding, attendance, learning, and compliance. |
| **ESS (Employee Self-Service)** | A portal where employees can update personal information, request leave, submit claims, and access payslips. |
| **MSS (Manager Self-Service)** | A portal for managers to approve requests, monitor team performance, and access reports. |
| **RBAC (Role-Based Access Control)** | SA security model that restricts system access based on a user’s role and responsibilities. |
| **MFA (Multi-Factor Authentication)** | A login security method requiring two or more verification factors (e.g., password + OTP). |
| **GDPR (General Data Protection Regulation)** | EU regulation for data protection and privacy of individuals. |
| **ISO (International Organization for Standardization)** | A global standard-setting body, often referenced for information security compliance. |
| **SOC 2 (System and Organization Controls 2)** | A U.S. standard for managing customer data based on trust principles like security and privacy. |
| **LMS (Learning Management System)** | A platform for managing, delivering, and tracking employee learning and training programs. |
| **KPI (Key Performance Indicator)** | A measurable value that indicates how effectively an individual or team achieves objectives. |
| **UAT (User Acceptance Testing)** | A phase where end-users test the system to validate if it meets business needs before going live. |
| **API (Application Programming Interface)** | A set of rules that allows different software applications to communicate and integrate. |
| **Multi-Tenant Architecture** | A cloud model where a single software instance serves multiple clients (tenants) with isolated data. |
| **Zero-Downtime Updates** | System upgrades performed without interrupting end-user access or availability. |