

IDEATION PHASE

Empathize & Discover

Date	01 November 2025
Team ID	NM2025TMID06704
Project Name	LEASE MANAGEMENT SYSTEM
Maximum marks	4

The **empathy mapping** helped our team deeply understand the needs, challenges, and motivations of all key users — which guided our design and functionality decisions later in the project. The purpose of this system is to simplify, automate, and enhance the lease process, ensuring transparency, efficiency, and compliance for all stakeholders.

Stakeholder	Thinks	Feels	Says	Does
Property Owner	Needs reliable tenants; wants risk minimized	Responsible, cautious	"We want efficiency and compliance."	Creates properties; approves contracts
Tenant	Wants a hassle-free leasing process	Anxious, cost-sensitive	"Is the process transparent?"	Submits lease applications
Admin	System reliability and smooth processes	Accountable	"Monitor all transactions."	Manages users and workflows
Legal Team	Compliance and contract legality	Vigilant	"Does this meet legal standards?"	Reviews and approves provisions