

## Phase 1: Problem Understanding & Industry Analysis

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### Problem Statement – Real Estate Contract & Lease Management System

Real estate companies and legal teams struggle to manage the full lifecycle of property contracts such as leases, rental agreements, sales deeds, and vendor contracts. Manual handling of these contracts often results in missed renewal deadlines, compliance risks, legal disputes, and revenue loss. A centralized, automated contract management system is needed to improve compliance, track obligations, streamline approvals, and maintain audit trails.

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### Description -

A real estate firm requires a secure, scalable Salesforce-based Contract Lifecycle Management (CLM) system to handle property-related legal agreements. The solution should:

- Provide a central repository for all property contracts (leases, sales, vendor agreements).
  - Enable template-driven contract drafting with standard clauses.
  - Support workflow automation for approvals, escalations, and legal reviews.
  - Integrate with e-signature platforms (e.g., DocuSign/Adobe Sign).
  - Send automated alerts for renewals, expirations, and compliance obligations.
  - Maintain a tamper-proof audit trail for regulatory and legal checks.
  - Provide dashboards & reports for contract status, compliance risks, and revenue protection.
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### 1. Requirement Gathering

- Capture lifecycle of real estate contracts: drafting → review → approval → signing → compliance tracking → renewal/closure.
  - Role-based access control (legal team, property manager, finance, compliance officer).
  - Document upload & version control (previous lease versions, amendments).
  - Alerts/reminders for expiring leases, pending approvals, compliance deadlines.
  - Integration with e-signature tools for legally binding signatures.
  - Reporting dashboards: expiring contracts, renewal pipeline, compliance metrics, revenue at risk.
  - Audit trail for all user actions and contract changes.
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## 2. Stakeholder Analysis

Stakeholder	Role / Interest	Needs
Legal Team	Draft, review, approve contracts	Standard templates, clause library, approval workflow
Property Managers	Manage tenant/vendor agreements	Renewal reminders, contract repository
Finance Team	Track payments, financial terms	Contract value, payment milestones, compliance alerts
Compliance Officers	Ensure regulatory adherence	Risk reports, audit trails
Tenants / Vendors	Sign & comply with agreements	Digital-friendly signing, clear obligations
Executives/Management	Oversight & decision making	Dashboards, KPIs, contract value at risk
Auditors/Regulators	Legal compliance checks	Read-only access, audit logs
Stakeholder	Role / Interest	Needs
Auditors/Regulators	Compliance reviews	Read-only access with audit logs

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## 3. Business Process Mapping

### Workflow (Real Estate Contracts):

Contract Drafting → Internal Review → Approval Workflow → E-Signature → Active Contract → Obligations & Compliance Tracking → Renewal/Closure

- Draft from pre-approved templates.
  - Multi-level approvals (legal head, finance, compliance).
  - DocuSign integration for digital signatures.
  - Automated reminders for obligations (e.g., tenant must pay tax, vendor must complete maintenance).
  - Escalation if deadlines missed.
  - Reports: expiring leases, high-value contracts, pending approvals.
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#### **4. Industry-specific Use Case Analysis**

- **Lease Management:** Automating commercial & residential lease contracts with alerts for renewals and expirations.
  - **Property Sales Agreements:** Digitizing sales deeds with compliance workflows.
  - **Vendor Contracts:** Managing facility/vendor service agreements with performance tracking.
  - **Regulatory Compliance:** Ensure adherence to RERA (Real Estate Regulation Authority) and local property laws.
  - **Risk Management:** Clause-based risk scoring (e.g., penalty clauses, termination terms).
  - **Audit & Legal Reviews:** Tamper-proof history of changes and approvals for disputes or regulatory checks.
  - **Scalability:** Capable of handling hundreds of contracts across multiple properties.
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#### **5. AppExchange Exploration**

**Potential Salesforce AppExchange apps to accelerate development:**

- **E-signature apps:** DocuSign for Salesforce, Adobe Sign.
  - **Contract Management apps:** Conga CLM, Icertis CLM connectors.
  - **Document Management apps:** Secure file storage & versioning.
  - **Compliance apps:** Risk assessment & monitoring tools.
  - **Analytics apps:** Real estate dashboards, KPI reporting.
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