

Project Design Phase

Problem – Solution Fit Template

Date	3 Nov 2025
Team ID	NM2025TMID03582
Project Name	CRM Application for Jewel Management
Maximum Marks	4 Marks

The Problem-Solution Fit represents how well the provided CRM solution solves the core issues faced by jewelry businesses. Jewel management requires accurate customer tracking, inventory updates, purchase history management, loyalty maintenance, and secure transaction handling. A CRM system designed for jewel management helps in managing customer relations, improving sales, ensuring transparency, and personalizing the shopping experience.

Purpose:

- ☐ To maintain detailed customer profiles, including preferences and purchase history.
- ☐ To streamline sales and after-sales communication.
- ☐ To ensure real-time inventory and pricing updates.
- ☐ To increase customer loyalty through personalized offers and effective engagement.
- ☐ To enhance decision-making through analytics and sales tracking.

Solution Summary:

The CRM Application for Jewel Management is an integrated system designed to address the daily operational needs of jewelry stores. It provides features for customer database management, billing integration, product categorization (gold, diamond, gemstones, etc.), and automated reminders for festivals and anniversaries, promoting targeted marketing

and increased sales.

Benefits:

- Enhanced customer experience through tailored recommendations.
- Reduced human error in maintaining inventory and sales records.
- Stronger customer retention via loyalty and follow-up systems.
- Increased transparency and ease of management for store owners.
- Faster and more accurate billing with integrated invoice tracking.

Conclusion:

The CRM Application for Jewel Management directly supports business growth by enhancing customer relationships and operational efficiency. It enables jewel store owners to deliver better service while maintaining clarity and data security.