

Ideation Phase Define the Problem Statements

Date	2-11-2025
Team ID	NM2025TMID06722
Project Name	Lease Management System using Salesforce

Customer Problem Statement Template

Modern property management faces several challenges with **manual lease processes**:

- Records of tenants, payments, and leases are distributed, error-prone, and not standardized.
- Stakeholders (landlords, tenants, managers) miss communication and payment deadlines.
- Lack of automation results in lease compliance issues, delayed payments, and missed renewals.
- There are risks of assigning multiple tenants to a property or losing track of tenant statuses.

These pain points cause confusion, extra manual work, delayed actions on lease requests, and poor visibility for all stakeholders. They can lead to revenue loss, compliance risks, and a negative experience for both property owners and tenants.

Customers—property managers and tenants—need a digital system where:

- Lease and tenant records are accurate, consistent, and easily accessible.
- Communications and notifications are automated (e.g., payment reminders, leave approvals).
- Business rules are enforced automatically (e.g., a property assigned to only one tenant at a time).

- The approval process for tenant requests is smooth and transparent.

A Salesforce-based lease management solution addresses these needs by centralizing data, automating workflows (with flows, triggers, validation rules, and processes), and ensuring robust communication through email templates and scheduled notifications, ultimately increasing efficiency, accuracy, and transparency in property management.



Example Problem Statements

PS 1

As a property manager, I am trying to keep track of tenants and payments, but because the system relies on scattered spreadsheets and manual reminders, I lose track of pending payments and lease expirations, which makes me feel anxious and overwhelmed. I need an automated way to manage records and send reminders.

PS 2

As a tenant, I want my leave requests to be processed quickly and transparently. However, paperwork is often delayed or lost, and responses to my leave requests are slow, which makes me feel frustrated and uncertain. I need a digital way to request, track, and receive approval or rejection notifications for my lease status.

PS 3

As an admin, I want to ensure that all lease, tenant, and payment data is consistent and that no property is assigned to more than one tenant. Manual checks are unreliable, leading to assignment errors, which makes me feel worried about compliance and data integrity. I need system-enforced business logic to prevent such issues.

Solution Overview

The **Lease Management System** built on Salesforce will:

- Automate and centralize property, lease, tenant, and payment records
- Provide automated reminders and notifications via flows and scheduled Apex
- Allow streamlined approvals and robust error handling for business process compliance
- Enable users to interact with an intuitive Lightning App, access organized tabs, and leverage real-time dashboards