Ideation Phase

Problem Statement

Date	03-11-2025
Team ID	NM2025TMID07221
Project Name	Lease Management

1. Background and Context

Lease management plays a critical role in real estate, equipment rental, and asset management industries. Organizations that handle large property portfolios or equipment leases must efficiently manage lease contracts, track payments, monitor asset usage, and ensure compliance with financial and legal regulations.

Inefficient lease management practices can cause major operational and financial risks such as:

Operational Risks

Communication gaps between lessors, tenants, and finance teams

Missed lease renewals leading to loss of business opportunities

Difficulty managing multiple properties, tenants, and vendors manually

Financial Risks

Missed rent payments due to lack of reminders

Inaccurate billing and payment reconciliation

Losses from untracked maintenance costs or asset misuse

Compliance & Legal Risks

Leases often follow specific regulatory and accounting rules (e.g., IFRS 16, ASC 842). Manual tracking risks:

Non-compliance penalties

Incorrect financial reporting

Legal disputes due to contractual errors or missed deadlines

Case Example

A commercial property firm managing 100+ rental units used spreadsheets for tracking lease agreements and tenant payments. Due to manual processes:

1.Two major lease renewals were missed

2.One tenant continued using space after contract end without updated agreement

3.Payment invoice delays caused monthly revenue loss

4.Maintenance requests frequently went unattended

This resulted in revenue leakage, tenant dissatisfaction, and operational inefficiency.

Key Requirements Identified

Centralized lease contract repository

Automated rent reminders and invoicing

Tracking tenant details and payment status

Alerts for lease expiry and renewal

Digital record of maintenance & inspections

Dashboard and reports for property performance

2. User Pain Points

Property Manager

Manually tracks lease renewals and payments

Difficulty managing multiple properties

Struggles to generate accurate revenue reports

Finance/Accounts Staff

Manual rent calculation and invoicing

Tracking overdue payments is time-consuming

Struggles with compliance documentation

Tenants

No centralized place to see contract, bills, and notices

Delayed maintenance resolution reduces satisfaction

Lack of reminders for payment due dates

LEASE MANAGEMENT SYSTEM WORKFLOW

1. Property Manager Dashboard
2. Automated Rent Notification
4. Digital Lease Agreement
4. Auto-Invoice & Payment Tracking
6. Tenant Maintenance Resolution
7. 8. Performance Reports & Compliance

3. Proposed Solution

The Lease Management System (LMS) built on Salesforce will automate and centralize the entire leasing process, providing transparency, efficient communication, and real-time tracking.

Key Features

1.**Property/Asset Management:** Manage multiple properties/assets, locations, and usage status

2.**Lease Contract Management:** Store lease details, terms, payment schedules, renewal dates

3.**Tenant Management:** Track tenant information, documents, history

4.**Invoicing & Payments:** Auto-generate invoices, payment tracking, overdue notifications

5.**Maintenance Management:** Submit & track maintenance requests, assign vendors

6.**Reports & Dashboards:** Lease expiries, revenue reports, payment history, occupancy

Workflow Example

1. Property Manager logs into Salesforce dashboard

2. Views property occupancy, lease expiration alerts, overdue payments

3. System auto-notifies tenant about upcoming rent due date

4. Lease agreement generated/signed digitally

5. System auto-creates invoice & tracks payment

6. Tenant raises maintenance request via portal

7. Vendor assigned & resolved entry updated

8. System generates performance reports & compliance logs

Benefits

Reduced manual effort & paperwork

On-time rent collection & automated invoices

Increased tenant satisfaction & faster issue resolution

Clear audit trails & legal compliance

Real-time asset utilization & revenue tracking