

Project Design Phase

Problem Solution Fit

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Team ID	NM2025TMID07221
Project Name	Lease Management

1. Introduction

Lease Management System

The Problem Solution Fit identifies how the proposed Lease Management System (LMS) addresses the challenges identified in the ideation phase. It aligns real-estate or asset-leasing challenges with actionable system solutions and validates the system's relevance for leasing operations.

Key Objectives:

Validate that system features solve real lease-management problems.

Map user pain points to Salesforce automation features.

Ensure alignment with business operations, compliance, and customer experience goals.

2. Problem Analysis

Problem	Impact	Current Challenges
Manual Lease Tracking	Missed renewals, penalties, lost revenue	Spreadsheets, human error, no reminders
Maintenance Request Handling	Delayed resolution, poor tenant experience	No centralized maintenance tracking
Document & Agreement Management	Lost/misplaced documents, compliance risk	Manual file storage, difficulty in retrieval

Rent & Payment Tracking	Incorrect billing, late payments	No automated reminders, manual calculation
Communication Gap	Tenant dissatisfaction	No notification system or centralized communication
Reporting & Lease Insights	Slow decision-making, lack of visibility	Manual report creation, incomplete data

3. Solution Mapping

Problem	LMS Solution	Expected Outcome
Manual Lease Tracking	Automated lease records & renewal reminders	Zero missed renewals, improved revenue
Maintenance Handling	Case creation & automated workflow for maintenance	Faster issue resolution, improved tenant satisfaction
Document Management	Centralized digital document storage (Salesforce Files)	Easy access, reduced compliance risk
Payment Tracking	Rent schedule tracking & automated reminders	Timely payments, reduced revenue leak
Communication Issues	Email/SMS notifications, tenant communication logs	Clear communication, better service
Lack of Insights	Dashboards & reports for lease metrics	Data-driven decisions and forecasting

4. User Scenarios Demonstrating Problem-Solution Fit

Scenario 1: Lease Renewal Management

Problem: Property managers missed lease renewal dates leading to tenant loss.

Solution: LMS sends automated renewal reminders and tracks renewal status.

Outcome: No missed renewals, improved tenant retention

Scenario 2: Rent Payment Monitoring

Problem: Late or missed rent payments due to lack of reminders.

Solution: Automated monthly reminder workflow + payment record dashboard

Outcome: On-time payments, reduced manual follow-ups.

Lease Management System: Problem-Solution Fit Analysis



Scenario 1: Lease Renewal
Problem: Missed Dates →
Solution: Auto Reminders
Outcome: Improved Retention

Scenario 2: Maintenance Ticket
Problem: Slow Resolution →
Solution: Auto Case Assign
Outcome: Faster Service

Scenario 3: Rent Payment
Problem: Late Payments →
Solution: Auto Reminders
Outcome: On-Time Revenue

5. Alignment with Business Goals

Business Goal	LMS Contribution
Operational Efficiency	Automation reduces manual work
Revenue Assurance	Timely reminders prevent payment delays
Compliance	Document storage ensures legal compliance
Customer/Tenant Experience	Quick support & communication improves satisfaction
Decision Making	Analytics & dashboards support planning