

# Car Rental System

## Introduction:

We aim to create the Car Rental System database to enhance customer experience, predictability, operational efficiency, and better inventory management. The system aims to streamline business processes and address the operational inefficiencies that are in the traditional brick-and-mortar car renting system, which is essentially maintained in books/physical records. The database we will work on will be the backbone for the centralized car rental system, ensuring the customer experience and supporting the rental agencies.

## Database Purpose:

The purpose of the database is to streamline car rentals, and the processes involved in the car renting industry. This database will serve as the central repository for managing vehicle information, customer information, booking information, vehicle issues, and discounts.

## Mission Objective/Statement:

Rental car inventory management: The database will enable inventory management of the cars with agencies. This will allow us to better manage bookings and pricing based on car availability and demand.

Customer record retention: The database will enable us to retain the required customer data and their booking history to provide better service, quick check-ins and check-outs, which will further reduce turnaround time, enhancing customer satisfaction.

Operational efficiency: The database will automate certain redundant operational processes, vehicle returns, and cleaning/maintenance schedules, enabling us to maximize fleet utilization.

Booking and Payments: This database will enable online bookings and online payments.

Scalability: This database will enable the scalability and management of vehicle information and customer information for rental agencies.