Garage Management System - Proposed Solution

Problem Statement

Garage operations are largely manual, leading to inefficiencies in booking, job tracking, billing, and customer communication. This results in delays, mismanagement, and poor customer satisfaction.

Idea / Solution Description

A digital Garage Management System (GMS) that streamlines the entire workflow - from vehicle check-in, job card creation, mechanic assignment, real-time updates, invoicing, and feedback collection. The system will be available on both mobile and web platforms.

Novelty / Uniqueness

Combines mechanic workflow tracking with customer communication, live job status updates, integrated CRM, inventory management, and predictive maintenance analytics - all in one affordable platform.

Social Impact / Customer Satisfaction

Improves trust and transparency between garages and vehicle owners. Reduces customer wait times and service disputes. Promotes digital literacy among small and mid-sized garages, creating potential for job growth and upskilling.

Business Model (Revenue Model)

Freemium model for small garages with premium features (inventory, analytics, CRM) on subscription. Revenue through monthly plans, onboarding/training services, and potential API integrations with third-party vendors.

Scalability of the Solution

Built on microservices architecture hosted on scalable cloud platforms (AWS, Firebase). Can serve multiple garages across geographies, supporting user growth and feature expansion.

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Workflow Diagram

Proposed Garage Management Workflow

Customer Books Service
↓
Vehicle Check-In & Job Card Creation
↓
Mechanic Assigned & Service Started
↓
Live Updates Sent to Customer
↓
Service Completed & Invoicing
↓
Feedback & Future Recommendations