

DEFINE PROBLEM STATEMENT

Date	23 October 2025
Team ID	NM2025TMID01747
Project Name	Garage Management System
Maximum Marks	2 Marks

Customer Problem Statement

In the competitive automobile service sector, many local garages still rely on manual processes to handle daily operations. This leads to issues such as misplaced customer data, inconsistent service tracking, delayed billing, and poor communication between staff and customers. Clients often face inconvenience due to a lack of transparency in service updates, uncertain repair timelines, and limited follow-ups after service completion. Garage owners, on the other hand, struggle to maintain accurate records of vehicles, spare parts, and employee performance, which results in financial errors and operational inefficiency. The absence of an integrated system also prevents them from analyzing business performance and making informed decisions. Therefore, there is a strong need for a centralized, automated solution that efficiently manages customer information, service requests, billing, and reporting. The Garage Management System built on Salesforce addresses these challenges by offering a cloud-based platform that enhances customer experience, ensures data accuracy, and streamlines garage operations.



Problem Statement

Automobile garages today lack an integrated and automated system for managing daily activities effectively. Most still depend on manual record-keeping tools like registers, spreadsheets, or paper invoices, which are error-prone and inefficient. As a result, tracking customer details, vehicle history, and payments becomes tedious and unreliable.

The lack of a centralized database leads to poor coordination between mechanics, service advisors, and management, delaying services and reducing customer satisfaction. Manual billing further complicates financial tracking and decreases transparency.

To overcome these challenges, the **Garage Management Project** proposes a Salesforce-based application that centralizes operations, automates workflows, and enhances customer management through a user-friendly, cloud-based platform.