

Project Design Phase

Solution Architecture

Date	15 February 2025
Team ID	LTVIP2025TMID30392
Project Name	Automated Car Catalog System for Enhanced Showroom Management (ServiceNow Administration)
Maximum Marks	4 Marks

Solution Architecture:

The solution architecture for our project is designed to bridge the gap between the day-to-day challenges faced in car showrooms and a modern, digital system that makes everything smoother.

We used **ServiceNow** as our core platform to build a structured car catalog system called **Mahendra**. The architecture focuses on simplifying how cars are listed, how customers place requests, and how staff handle approvals and task tracking.

Here's what our solution architecture helps us achieve:

- It finds the **right technology** to eliminate manual work and bring everything into one organized system.
- It lays out how all parts of the system work together — from catalog setup and user roles to workflows and notifications.
- It breaks the project down into **phases** like setting up categories, adding cars, creating user access, and connecting it all through the portal.
- It gives a **clear plan** for how requests move through approval, how tasks are assigned, and how everyone gets updates along the way.

In short, our architecture keeps things simple, connected, and efficient — making life easier for both customers and showroom staff.

Example - Solution Architecture Diagram:

