Project Design Phase
Proposed Solution

Date	2/11/2025
Team ID	NM2025TMID05656
Project Name	**Garage Management system**
Maximum Marks	2 Marks

Proposed Solution Template:

S.No.	Parameter	Description
1.	Problem Statement (Problem to be solved)	In many garages, managing customers, vehicles, job orders, and billing manually causes inefficiencies, delays, and errors. Lack of integration between departments leads to poor communication, inaccurate service records, and low customer satisfaction.
2.	Idea / Solution description	The Garage Management System (GMS) built on Salesforce automates core garage operations — including customer management, vehicle tracking, service job cards, inventory control, and billing. The system ensures smooth workflow management with real-time updates, automation, and centralized data.
3.	Novelty / Uniqueness	A single Salesforce platform integrates and automates garage workflows using triggers, workflows, and reports efficiently.
4.	Social Impact / Customer Satisfaction	Enhances transparency, reduces delays, and improves trust between garages and customers through automated updates.
5.	Business Model (Revenue Model)	Offers cost savings and efficiency, adaptable as a subscription-based service for garages and workshops..

6.	Scalability of the Solution	The solution can be expanded to include modules such as online appointment booking, customer feedback management, and analytics dashboards. It can also integrate with payment gateways and IoT-based vehicle diagnostics in future versions.

CONCLUSION

The project "Garage Management System" addresses a crucial gap in managing operations and data within automotive repair facilities. By integrating customer, vehicle, job, and billing management into Salesforce, it ensures improved efficiency, transparency, and data accuracy across all garage functions. This solution not only streamlines service workflows but also enhances accountability and customer satisfaction. With the successful implementation of automated workflows, validation rules, and real-time reporting in Salesforce, the project sets a foundation for smarter, faster, and more reliable garage management systems in today's competitive automotive industry.

Reference: Infographic created using Mid Journey.

Solution Description:

To streamline and automate garage operations, the **Garage Management System (GMS)** is implemented on the Salesforce platform. This solution manages customer details, vehicle information, service jobs, spare parts inventory, and billing within a unified system. Automated workflows and validation rules ensure accurate data entry, timely service updates, and smooth coordination between departments. Reports and dashboards provide real-time insights into garage performance and customer satisfaction. Built using native Salesforce features, GMS is simple, efficient, and adaptable—enhancing operational accuracy, reducing manual errors, and improving overall productivity and customer experience in automotive service management.