DEFINE PROBLEM STATEMENT

Date	30 October 2025
Team	NM2025TMID06122
ID	Garage Management
Project Name	System 2 Marks

Customer Problem Statement

In the fast-paced automobile service sector, many garages and workshops still depend on manual methods to handle their daily operations. This reliance on traditional processes often results in errors such as lost customer data, irregular service tracking, delayed invoice generation, and weak communication between technicians and customers. Clients frequently face frustration due to a lack of real-time service updates, unclear repair timelines, and minimal post-service engagement. Likewise, garage managers encounter difficulties in maintaining accurate records of vehicles, spare parts inventory, and employee productivity, leading to financial mismanagement and lower efficiency. Without a unified system, analyzing business performance and making data-driven decisions becomes challenging. To overcome these limitations, there is a growing need for a centralized, automated solution that efficiently manages customer details, service scheduling, billing, and reporting. The Garage Management System built on Salesforce provides a cloud-based platform that resolves these issues by improving transparency, ensuring data consistency, and optimizing the overall workflow for garages and service centers.

Problem Statement

The primary problem faced by automobile garages today is the lack of an integrated and automated system to manage their daily operations effectively. Most garages still depend on manual record-keeping methods such as registers, spreadsheets, or paper invoices, which are prone to errors, data loss, and inefficiency. As a result, tracking customer details, vehicle history, service progress, and payments becomes time-consuming and unreliable. Additionally, the absence of a centralized database leads to poor coordination between mechanics, service advisors, and management, causing delays in service delivery and decreased customer satisfaction. The manual billing and reporting process further complicates financial tracking and reduces transparency. These challenges highlight the need for a digital solution that can automate routine tasks, provide real-time access to data, and improve communication and service efficiency. The Garage Management Project aims to address these issues by developing a Salesforce-based application that centralizes garage operations, automates workflows, and enhances customer management through a cloud-based, user-friendly platform.