PROJECT DESIGN PHASE

Problem – Solution Fit Template

Date	01 November 2025
Team ID	NM2025TMID07824
Project Name	Garage Management System – Digitalization of Garage Operations

Problem – Solution Fit Template:

The Problem–Solution Fit ensures that the developed system directly addresses the key operational issues faced by garages. It validates that the proposed Garage Management System effectively resolves customer pain points, enhances workflow efficiency, and improves service management.

This phase identifies the connection between the problems faced by users (garage owners, mechanics, and customers) and the features implemented to solve them using Salesforce tools and automation.

Purpose:

- Solve daily garage management challenges through a unified and automated Salesforce platform.
- Improve service efficiency by streamlining appointment, service tracking, and billing processes.
- Ensure data accuracy with validation rules and duplicate prevention mechanisms.

- Enhance communication with customers through automated emails and transparent billing.
- Provide management insights through reports and dashboards for better decision-making.
- Scale easily to support more garages, services, or team members as operations grow.

Garage Management System – Problem–Solution Flow

1. Requirement Gathering:

Identify challenges in existing garage workflows — such as delays in billing, missing service records, and manual appointment handling.

2. Plan Development:

Design Salesforce custom objects and relationships to store and connect customer, appointment, service, and billing details.

3. System Analysis:

Evaluate existing manual operations to define key automation requirements such as flows, validation rules, and triggers.

4. Rule Implementation:

Create validation rules to ensure accurate data entry, and Apex triggers to automate service amount calculations.
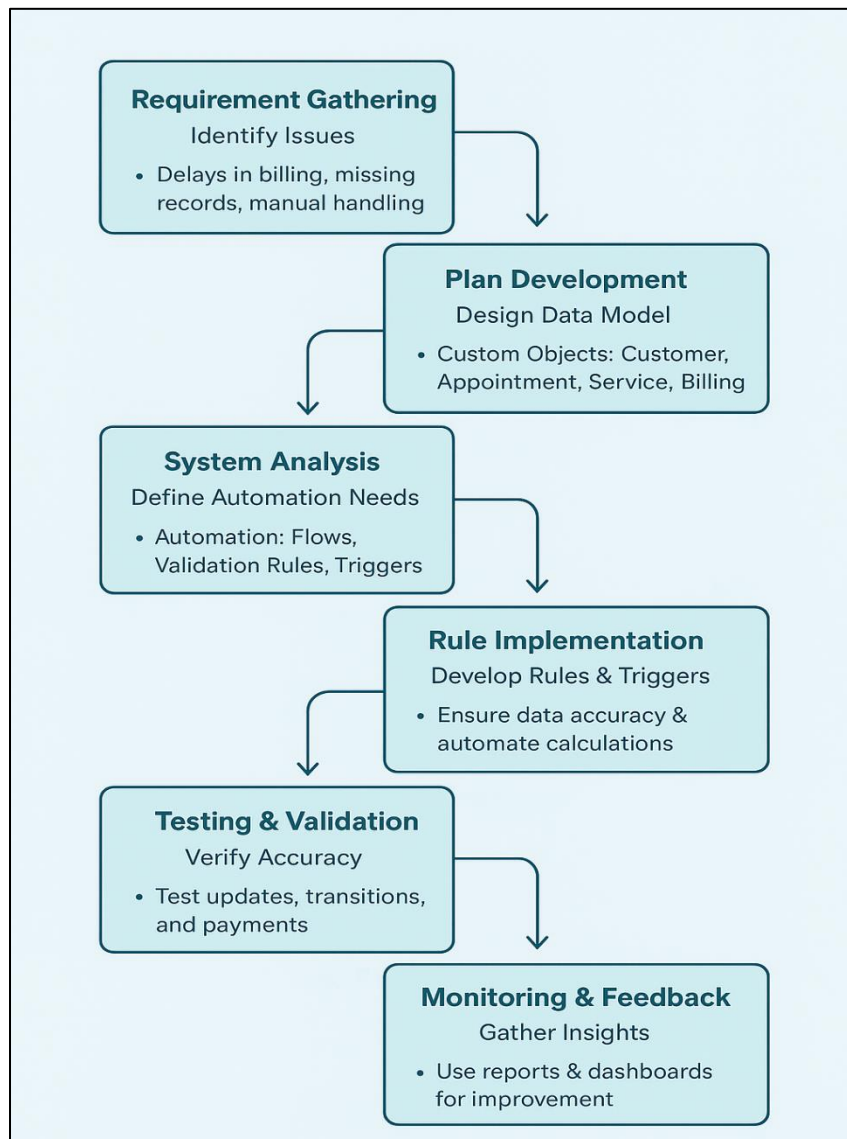
5. Testing & Validation:

Test each automation and rule to verify that records update accurately, service status transitions correctly, and payments reflect instantly.

6. Monitoring & Feedback:

Gather user feedback through reports and dashboards, using insights to enhance customer satisfaction and overall performance.

Template

Conclusion:

The Garage Management System achieves a strong Problem–Solution Fit by directly solving the most common operational issues in garage environments.

Through automation, data validation, and centralized management, it ensures improved service quality, faster operations, and better customer engagement.

This alignment between user needs and system capabilities demonstrates that the solution is both practical and scalable for real-world garage operations.