**PROJECT DOCUMENTATION**

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1. **Project Name**

Online Service Management System(O.S.M.S.)

1. **Work Process**

We are going to build a Online Service Management System, which will provide Services to different user’s across the cities based upon their needs, that will have several features such as:-

Executive Information System.

Internet Online Registration.

Customer Management.

User’s Information Security.

Applying Php

Bootstrap.

Java Script.

Css.

Html.

1. **Needs**

Past few years there has been decreased in quality services across cities due to increase in faulty websites, which promises to the customer but they unable to fulfil their needs, hence no. of customers has decreased from their websites, also services are not really satisfied which they give to customers.

So by considering it, we have created a website for providing services to customers based upon their needs. Which will able to give time to time services across cities and earn profit not by faulty approaches but by giving essential services to customer’s.

1. **Solutions**

Since, the problem is that customers were not so satisfied from the services given by various companies/websites according to the research because they all having high service cost, increase in total inventory costs, more technician visits and don’t have improved customer satisfaction levels. So, our website will not consisting of all this, and don’t have any approach to only earn the profit.

So customer’s now looking for other website which can fulfil their day to day needs.

We created it more innovative by increasing service revenue and minimize technician visit because if they have the right part in hand, they can fix the problem on the first visit.

By getting our services now customer will have more and more trust on us, which gives better performance in business also.

1. **Benefits**

Several benefits which customers now can get are:

* 1. Improve customer satisfaction levels.
  2. Increasing service revenue.
  3. Reduce expediting costs-with optimized service parts inventory, there is no need to rush orders to customers.
  4. Customer service or parts/service quality can be optimatized.
  5. Inventory levels of service parts can be reduced & therefore reduce total inventory costs.
  6. High service costs can be reduced, i.e., by integrating the service & products supply chain.
  7. Reduce obsolescence costs of service parts through improved forecasting.
  8. Minimize technician visits-if they have the right part in hand, they can fix the problem on the first visit.

1. **Financial Cost**

It is financial friendly online service platform, where we reduced unnecessary things which can result in high cost.

So minor cost has been applied for this model i.e., basic charge for the organization, product accessories and workers working in an organisation is only required. Cost of inventory, cost of equipment’s & cost of training have been modified.

1. **Conclusion**

We implemented the methodology based upon customer reviews and comments to fulfil their needs and demands of customer at minimal cost. Now, customer can avail more benefits at low cost. So based upon this we implemented a strategy which can give more satisfaction to existing users and attracts more customers in our organisation.

The solution we have now is much more beneficial as compare to other’s organisation. So, now we can give more services at least cost, by considering the customer need and demands.