Ideation phase

TEAM ID	LTVIP2025TMID30643
PROJECT NAME	Automated car catalog system for enhanced showroom management

INTRODUCTION

Problem   Statement:

Car showrooms and dealerships often face challenges in managing and streamlining their catalog of cars, including various models and categories. The manual processes involved in handling customer requests, approvals, and task assignments can lead to inefficiencies, delays, and potential errors. This can negatively impact customer satisfaction and operational efficiency

User story:

As a showroom manager I want to automata system to handle customer request for different car models in Mahindra catalogue so that can ensure timely approval efficient task assignment and better customer communication without manual intervention

Project objective:

To develop a based automation system that streamline the request process for a car model in the Mahindra catalogue.. the system will automatically approval work flow task assignment and notification there by and enhancing operational efficiency.

Challenges:

This faced during the **"Without ServiceNow" phase** of implementing an **Automated Car Catalog System for enhanced showroom management**:

1. **Manual Data Entry and Errors**

o Without automation tools like ServiceNow, catalog data (vehicle details, specs, images) must be entered manually, increasing the risk of human errors and inconsistencies.

2. **Lack of Centralized Data Access**

   o Showroom staff may struggle with scattered information across spreadsheets or isolated systems, making real-time access to up-to-date car inventory difficult.

3. **Poor Workflow and Communication**

   o Without integrated workflow management, coordination between sales, inventory, and procurement teams can be inefficient, leading to delays and miscommunication.

4. **Limited Reporting and Analytics**

   o Generating insights (like popular models, inventory turnover, or custobmer interest trends) becomes time-consuming and less reliable without automated dashboards.

5. **Inadequate Tracking and Updates**

   o Vehicle availability, test drive scheduling, and delivery status updates are harder to track, affecting customer service quality and operational visibility.

Benefits of project

1. **Real-Time Inventory Updates** – Automatically syncs vehicle availability, reducing manual errors and stock mismatches.

2. **Faster Customer Service** – Enables quick search and comparison of models, improving response time to customer queries.

3. **Centralized Data Access** – Integrates vehicle data in one platform, allowing sales and service teams to collaborate efficiently.

4. **Streamlined Workflow Automation** – Triggers tasks like test drive bookings or maintenance schedules directly from catalog entries.

5. **Enhanced Reporting and Insights** – Provides dashboards and analytics for trends in sales, popular models, and service requests.