Functional Requirements:

Data Storage and Management:

* Customer Information:
  + Name
  + Contact details (address, phone, email)
  + Vehicle details (make, model, year, VIN)
  + Service history
  + Payment information (invoices, payment methods, outstanding balances)
* Repair Orders:
  + Date of service
  + Description of repairs
  + Parts used
  + Labor hours
  + Costs
  + Status (open, in progress, completed)
* Inventory:
  + Parts in stock
  + Prices
  + Vendor information
  + Restock levels
* Employee Information:
  + Name
  + Contact details
  + Job title
  + Skills and certifications
  + Schedule
* Financial Records:
  + Income (sales, labor)
  + Expenses (parts, supplies, payroll)
  + Profit and loss statements

Data Access and Retrieval:

* Search for customers, vehicles, repairs, parts, and employees by various criteria.
* Generate reports on:
  + Repair orders (by date, customer, vehicle, type of repair)
  + Inventory levels
  + Employee productivity
  + Financial performance

Security and Access Control:

* Restrict access to sensitive data based on user roles and permissions.
* Implement authentication and authorization procedures.
* Protect data confidentiality and integrity.

User Requirements:

User Interface:

* Intuitive and user-friendly interface, accessible through web-based or desktop application.
* Clear navigation and search options.
* Information displayed in a clear and organized format.
* Easy data entry and editing.

Data Entry and Maintenance:

* Add, edit, and delete customer, repair, inventory, employee, and financial records.
* Validate data to prevent errors and inconsistencies.
* Provide clear error messages and guidance for troubleshooting.

Data Analysis and Reporting:

* Generate customizable reports on repairs, inventory, employee productivity, and financial performance.
* Offer filtering and sorting options.
* Provide data visualization tools for better understanding of trends and patterns.

Search and Retrieval:

* Search for data using various criteria, including full-text search capabilities.
* Display search results in a clear and concise format, highlighting key information.
* Allow users to refine searches based on specific criteria.

Training and Support:

* Comprehensive training materials and resources for users, covering data entry, search, reporting, and other features.
* Online help and support options for troubleshooting and assistance.