

Ideation phase

Define the Problem Statement

Date	25 October 2025
Team ID	NM2025TMID02695
Project Name	Garage Management system
Maximum Mark	2 Marks

2.1 Background

Most small-to-medium garages in India still depend on manual registers or basic spreadsheets to track service requests, customer details, and payments. This results in frequent delays, inconsistent data, and dissatisfied customers. A modern cloud-based solution is necessary to streamline operations.

2.2 Problem Description

- Service requests are often lost or misrecorded.
- Mechanics lack clear visibility into assigned tasks.
- Customers do not receive timely updates about repair status.
- Managers cannot generate consolidated reports or view garage performance.
- Billing processes are slow and prone to human error.

2.3 Root Cause Analysis

Issue	Root Cause	Impact
Delayed operations	Lack of automation	Customer dissatisfaction
Missed appointments	Manual scheduling	Loss of revenue
Inefficient billing	No digital invoicing system	Payment errors
No data insights	No reporting tools	Poor decision-making

2.4 Problem Statement

“Garages need a centralized, automated system that manages customers, vehicles, services, and billing efficiently while providing transparency and insights through Salesforce.”

2.5 Project Boundaries

In Scope	Out of Scope
Customer, Vehicle, Service, Appointment, and Billing Management	Integration with third-party payment systems
Automated status updates using Salesforce Flows	Mobile application development
Reports and dashboards for performance metrics	External API integration

2.6 Expected Benefits

- Reduced manual effort by automating recurring tasks.
- Streamlined communication between staff and customers.
- Digital tracking of every vehicle’s service history.
- Enhanced business visibility through reports and dashboards.
- Better resource allocation and higher revenue potential.