

Ideation Phase

Problem-Solution Fit

Date	1 Nov 2025
Team ID	NM2025TMID02085
Project Name	Garage Management system

Problem-Solution Fit

The Problem-Solution Fit for the Garage Management System identifies key operational challenges in traditional garage workflows, especially those managed via paper records or disjointed spreadsheets. Managers and staff experience frequent data entry errors, delays in appointment and service tracking, inconsistent billing, and gaps in customer communication. These issues impact customer satisfaction, business reputation, and workforce efficiency.

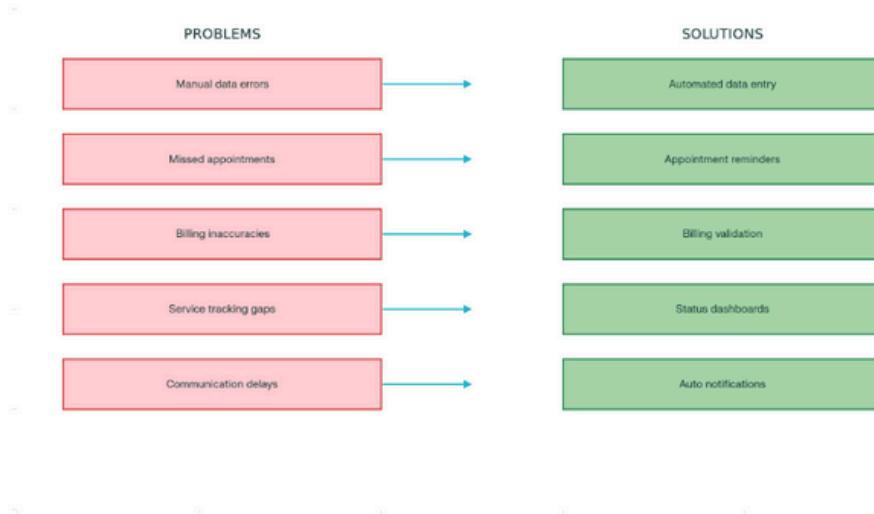
Our solution—a Salesforce-based Garage Management System—directly addresses these pain points by digitizing all core operations. With custom objects, automated workflows, validation rules, and intuitive dashboards, this solution ensures data integrity, reduces manual effort, and delivers real-time visibility to all stakeholders.

Purpose

- Solve persistent problems in garage management by integrating automation for appointments, services, and billing.
- Improve customer satisfaction and business performance through timely updates, accurate billing, and reliable feedback collection.
- Sharpen workflow communication by centralizing all records and notifications, ensuring transparency and actionability for each user role.
- Increase operational efficiency and reduce errors/costs by minimizing manual interventions in everyday tasks.

Impact

Problem-Solution Fit: Garage Mgmt System



With the Garage Management System, garage owners can confidently manage appointments, technicians can efficiently track service progress, and billing staff can rely on error-free invoicing. The system supports continual monitoring, secure access control, and comprehensive reporting—empowering data-driven decisions and sustained improvements across the business.