

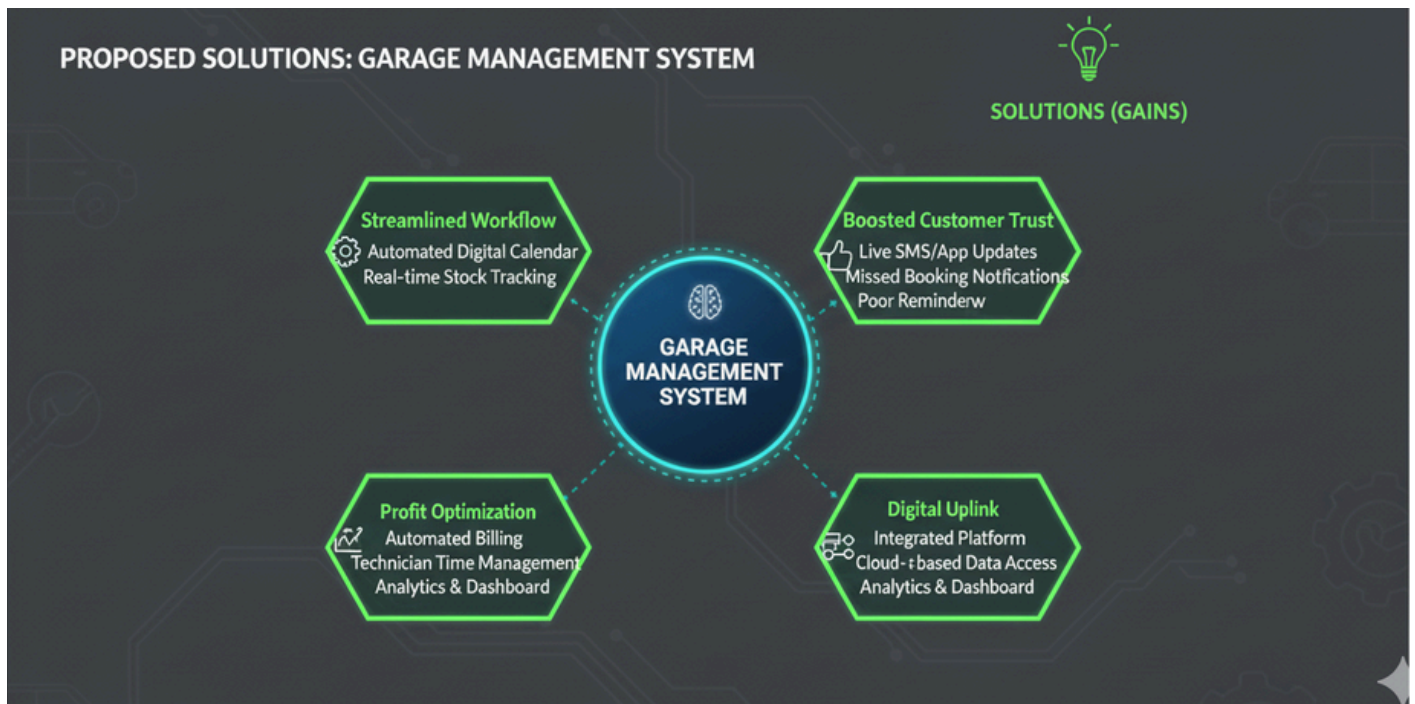
PROPOSED SOLUTION

Date	23 October 2025
Team ID	NM2025TMID02904
Project Name	Garage Management System
Maximum Marks	4 marks

Proposed Solution Template

S.NO	Parameters	Description
1	Problem Statement	Most garages still rely on manual registers, phone calls, and verbal communication to manage customer details, service appointments, and billing. There is no unified platform that ensures smooth coordination between staff and provides clear updates to customers.
2	Solution Description	The proposed Garage Management System is implemented using Salesforce to provide a centralized and automated environment for garage operations.

3	Uniqueness	The system uses low-code automation tools, meaning no programming is required to handle major workflows. It also integrates CRM principles to maintain long-term customer relationships and service history tracking.
4	Customer Satisfaction	Customers benefit from clear service updates, transparent pricing, and proper maintenance records. The system reduces confusion and waiting time by providing structured workflows.
5	Business Model	The system increases garage efficiency and reduces operational delays by automating daily tasks. It minimizes manual effort, speeds up service turnaround time, and ensures accurate billing. As a result, the garage can handle more customers with the same resources, improving profitability and overall business performance.
6	Scalability of the solution	It is scalable for small garages, service centers, and large automotive repair networks. The system reduces confusion and waiting time by providing structured workflows.



Solution Description

The proposed Garage Management System is built using Salesforce to streamline and automate the daily operations of an automobile garage. It centralizes customer and vehicle information, enables easy appointment booking, tracks service progress, and generates accurate billing. Automation tools like Flows and Validation Rules reduce manual work and errors, while the system's organized structure improves communication, transparency, and overall service efficiency.