

SOLUTION ARCHITECTURE

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

Solution Architecture

Goals

The primary goal of the Garage Management System is to streamline and automate the operations of an automobile garage by centralizing customer, vehicle, service, and billing information into a single system. It aims to reduce manual paperwork, improve workflow efficiency, and ensure transparency between garage staff and customers. The system also focuses on enhancing customer satisfaction by providing timely service updates, accurate billing, and easy access to service history. Additionally, it supports better decision-making for garage owners through performance reports and inventory monitoring features.

Key Components

The Garage Management System consists of several key components that work together to ensure smooth garage operations. These include Customer and Vehicle Management, which stores detailed user and vehicle profiles; Service Scheduling, which handles booking and calendar assignments; Service Records Management, which tracks ongoing and completed work; and Billing & Invoicing, which automates cost calculation and bill generation. Other important components include Inventory

Management for spare parts tracking, Customer Feedback Module for service quality improvement, and Reports & Dashboards for operational insights. All components are connected through Salesforce automation tools to maintain accuracy and consistency.

Development Phases

The development of the Garage Management System is carried out in planned phases to ensure structured implementation. The first phase involves requirement gathering and analysis, where user needs and workflow problems are identified. The second phase is system design, including object modeling, UI layout, and process mapping. The third phase focuses on development, where custom objects, fields, automation rules, and user interfaces are created in Salesforce. Next is the testing phase, where all functions are verified for correctness and performance. Finally, in the deployment and training phase, the system is made available for use, and garage staff are trained to operate the application effectively.

GARAGE MANAGEMENT SYSTEM ARCHITECTURE

