

Project Design Phase

Problem Solution Fit

Date	01 November 2025
Team ID	NM2025TMID02844
Project Name	Garage Management system
Maximum Marks	2 Marks

Problem – Solution Fit Template:

The Problem–Solution Fit identifies how effectively a proposed solution addresses the existing challenges of a specific target group. It ensures that the developed system not only solves real operational issues but also aligns with the user’s needs and workflow behavior.

Purpose:

- ☒ To automate and optimize traditional garage operations through a centralized cloud-based system.
- ☒ To eliminate manual record-keeping errors and delays in customer service management.
- ☒ To streamline appointments, service tracking, and billing through Salesforce automation tools.
- ☒ To improve customer satisfaction via real-time notifications and transparent service updates.
- ☒ To support decision-making with accurate reports and dashboards for service performance.

- ☒ To provide scalability and accessibility through a secure, cloud-hosted CRM platform.

Problem:

Conventional garage management relies heavily on manual data entry, paper-based records, and uncoordinated service tracking. This leads to data inconsistency, delayed updates, miscommunication between staff and customers, and inefficiencies in billing and reporting. Managers lack real-time insights into service progress, and customers face limited transparency during the repair and billing process.

Solution:

The **Garage Management System (GMS)** developed on **Salesforce** provides a comprehensive, automated solution to these challenges.

It uses **custom objects, flows, validation rules, Apex triggers, and dashboards** to create a fully digital service environment. The system handles customer registration, appointment scheduling, service record tracking, and billing management seamlessly.

Salesforce's cloud infrastructure ensures **secure data storage, role-based access, and real-time analytics**, transforming garage operations into an efficient, transparent, and customer-centric workflow.

Template:

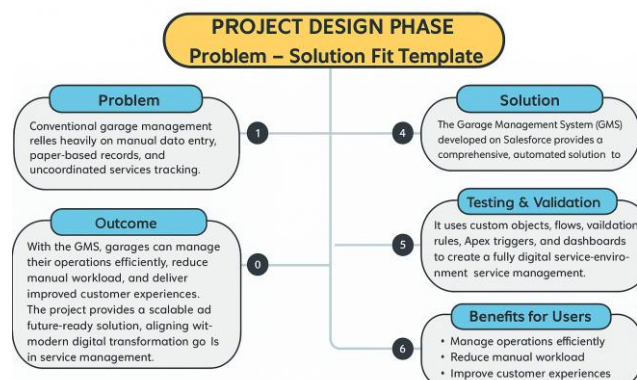


Figure: Template

Outcome:

With the GMS, garages can manage their operations efficiently, reduce manual workload, and deliver improved customer experiences. The project provides a scalable and future-ready solution, aligning with modern digital transformation goals in service management.