**Database Systems Lab (ICT 2212)**

**Semester & Branch: IV Sem. IT-B**

**Mini Project Synopsis**

**SerMaS (Service-Station Management System)**

The project is a management system where the front-desk employee can take a product/item from the customer for servicing by noting down the problems being faced and generating a job sheet. The technician or engineer can update all the necessary parts required to repair the given product and after servicing the product, it could finally be returned to the customer.

The project can be used by all the companies who sell their products which require servicing (maybe routine servicing or damage repair) and also by people running an in-house service center.

The project can include the database of all the field engineers or technicians working in the service center so that the work could easily be distributed among all. Also all the repair parts could be accumulated in a database so that it is easier to manage them and ordering more parts is easier when necessary. The total cost incurred in the whole repair work could also be easily calculated by help of the repair parts table mentioned.

Front end to be used in this project is C# in Visual Studio (by Microsoft) and SQL (by Oracle).

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