**Business Understanding Document**

**Overview:**

* Rally Motors, Inc. is an American [automotive](https://en.wikipedia.org/wiki/Automotive_industry)  that [designs](https://en.wikipedia.org/wiki/Automotive_design), manufactures, and sells [electric cars](https://en.wikipedia.org/wiki/Electric_car).Their main motive is to sell cars and not trying to make profit from their service centres.
* As a electric car, Rally vehicles requires no oil changes, fuel filter, spark plug replacements, or emission checks.So the inspections instead focuses on checking wheel alignment and tire condition, replacement parts like key batteries, windshield wiper blades, and software updates.

**Project overview:**

* The objective is to design and develop a service DataMart which supports key operations and management reports and related analysis identified by the business groups in decision making.
* By using the BI tool we can analyse the existing source system in order to do some alterations in data maintenance, that can solve existing issues in service. By giving service rating for each and every service centre based on factors like turnaround helps in improving the current lags in service, which can be helpful in decision making.
* By maintaining some details from the customers like feedback regarding services we can do some decision making on the performance of service centres. By keep tracking which part of car is being affected regularly we can make some decisions on vendor change.

**Summary:**

The objective of company is to keep track and improve performance of service centres with respect to the customer satisfaction. By using the BI tool analysis and reports we can achieve the objective.