

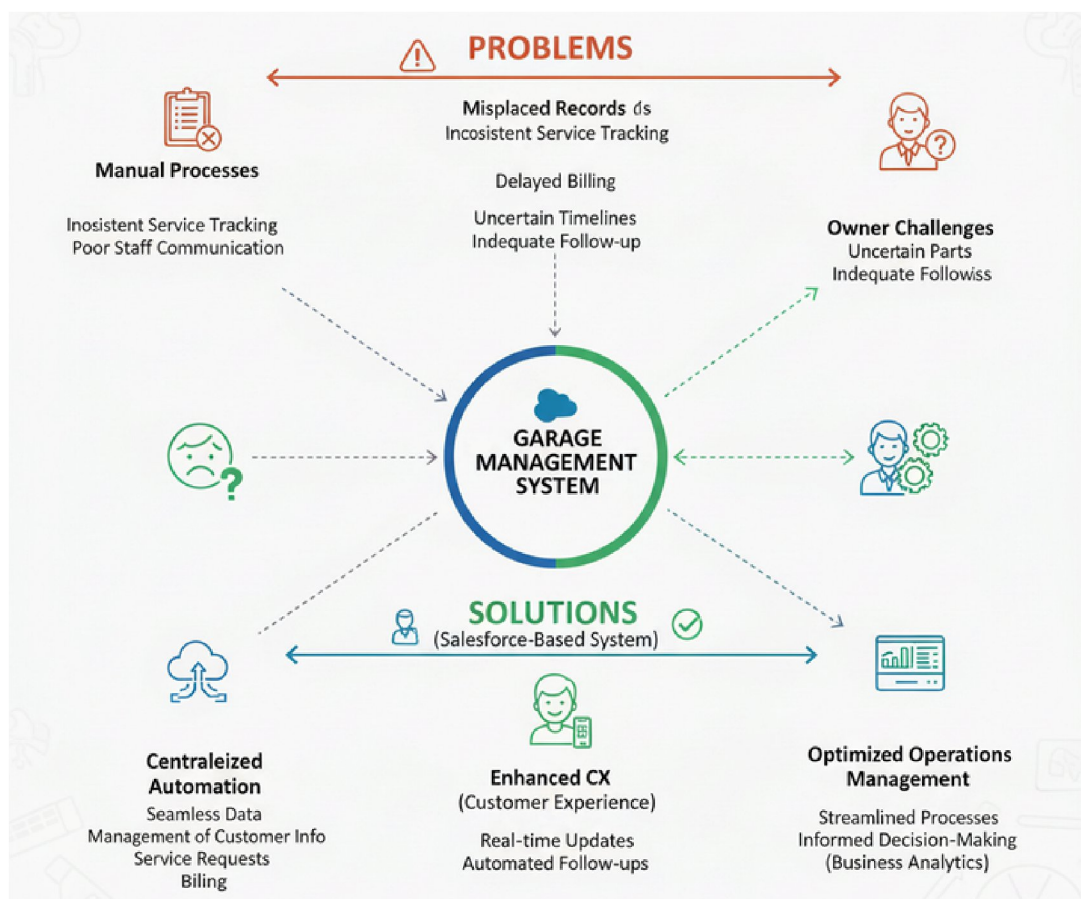
DEFINE PROBLEM STATEMENT

Date	23 October 2025
Team ID	NM2025TMID02573
Project Name	Garage Management System
Maximum Marks	2 Marks

Customer Problem Statement Template:

In today's competitive automobile service industry Garage owners and vehicle service centers face significant challenges in efficiently managing their daily operations due to the lack of a centralized and automated system. Most garages still rely on manual record-keeping or outdated software, which makes it difficult to track customer information, vehicle service history, job assignments, spare parts inventory, and billing details. This often results in misplaced data, inaccurate billing, poor scheduling, and delays in service delivery. Customers, in turn, experience long waiting times, lack of updates on their vehicle's service status, and limited transparency regarding costs. These inefficiencies lead to decreased productivity, higher operational costs, and lower customer satisfaction. Therefore, there is a need for a comprehensive Garage Management System that can streamline workflow, automate administrative tasks, improve communication between customers and service providers, and enhance overall service quality and business performance.

The absence of an integrated system limits their ability to analyze business performance and make informed decisions. Therefore, there is a pressing need for a centralized, automated solution that can effectively manage customer information, service requests, billing, and reporting in a seamless manner. The Garage Management Project on Salesforce addresses these challenges by providing a cloud-based system that enhances customer experience, ensures data accuracy, and streamlines the entire garage management process.



Problem Statement

The primary problem faced by automobile garages today is the lack of an integrated and automated system to manage their daily operations effectively. Most garages still depend on manual record-keeping methods such as registers, spreadsheets, or paper invoices, which are prone to errors, data loss, and inefficiency. As a result, tracking customer details, vehicle history, service progress, and payments becomes time-consuming and unreliable. Additionally, the absence of a centralized database leads to poor coordination between mechanics, service advisors, and management, causing delays in service delivery and decreased customer satisfaction. The manual billing and reporting process further complicates financial tracking and reduces transparency. These challenges highlight the need for a digital solution that can automate routine tasks, provide real-time access to data, and improve communication and service efficiency. The Garage Management Project aims to address these issues by developing a Salesforce-based application that centralizes garage operations, automates workflows, and enhances customer management through a cloud-based, user-friendly platform.