

Moving and Storage Rental Services

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Background:

The Moving and Storage Rental Services industry plays a pivotal role in assisting individuals and businesses with their relocation and storage needs. This sector offers a range of rental vehicles, including trucks, vans, and trailers, as well as mobility storage facilities. Over the years, these businesses have expanded their offerings to include packing materials for purchase, labor assistance, and comprehensive packing services. With the advent of technology, online reservation and booking systems have become a standard feature, streamlining and enhancing the customer rental experience. Such services are indispensable during events like relocations, renovations, or other situations that necessitate temporary transportation and storage solutions. Nevertheless, a significant challenge persists: the current inventory management process predominantly depends on manual record-keeping, leading to a lack of real-time visibility and potential inefficiencies.

Objective:

The goal of this project is to establish a sophisticated inventory management system that streamlines inventory tracking, forecasts demand, and seamlessly integrates with rental and sales operations. By optimizing stock levels, the system aims to minimize stockouts and harness data analytics to guide informed supply chain choices.

Scope:

- Cataloging of all vehicles (trucks, vans, trailers) and related equipment with details like specifications, rental status, and maintenance history.
- Comprehensive data about storage units, capturing size, type, location, and occupancy status.
- A structured inventory management system that offers real-time tracking, aids in demand forecasting, and aligns with the objective of streamlining operations.
- Categorized data on auxiliary services, including labor assistance and packing services.
- Systematic recording of online bookings, payments, and related customer interactions.
- A consolidated database detailing customer preferences, rental history, and feedback to enhance service personalization.
- Information on all staff members, their roles, schedules, and performance metrics.
- Tools to derive insights from customer interactions and feedback for informed decision-making.

In essence, this project seeks to provide an integrated solution to enhance the operations of the Moving and Storage Rental Services industry, ensuring operational efficiency and heightened customer satisfaction.