

2025

SMART WORKSHOP MANAGEMENT SOFTWARE SYSTEM: PROPOSAL

GROUP MEMBER: NG JHUN HOU, LIEW ZI LI, LIM JUN WEI, SIA KENG LOON

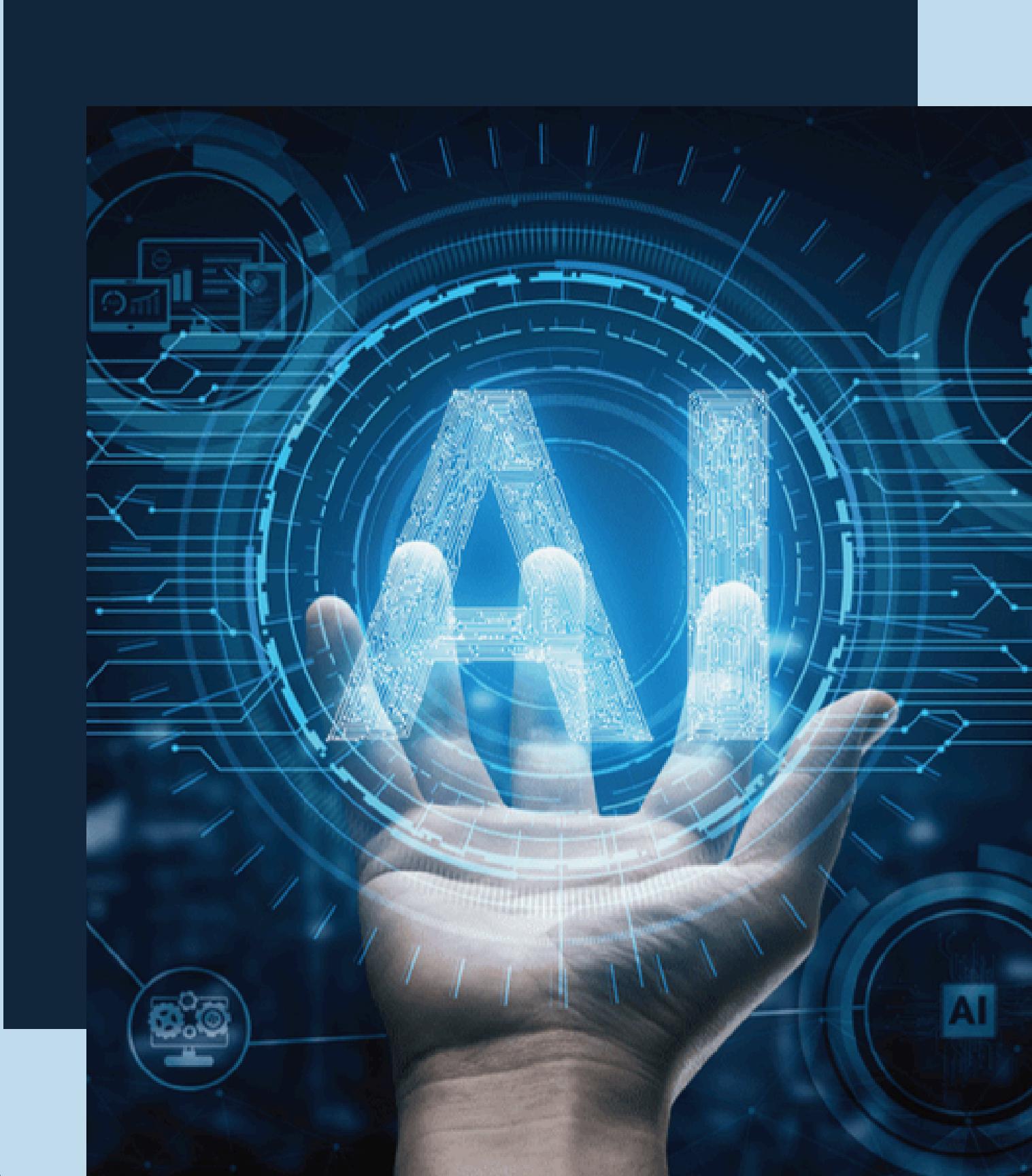
INTRODUCTION

COMPANY INTRODUCTION & CREDENTIALS

Why Choose Us

- 10+ years delivering automotive software solutions
- Experience with Mercedes, BMW, Porsche
- Only Malaysian company specialising in foreign car software
- Invited by Datuk JH Rozman Jaafar, COO of Perodua
- Expert in automotive service workflows
- Proven secure, scalable, and custom solutions





COMPANY INTRODUCTION & CREDENTIALS

What We Offer

- Comprehensive digital solution for customer & admin modules
- Smart automation: staff assignment & workload management
- AI-powered scheduling for accurate planning
- Fully customisable to Perodua's needs

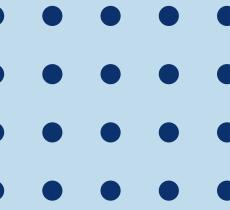
BACKGROUND

BACKGROUND & CURRENT CHALLENGES

Challenges:

- Difficulty managing customer bookings efficiently
- Coordination of mechanics and staff is cumbersome
- Payment processing lacks efficiency
- Operational inefficiencies affecting customer experience
- No unified digital management system

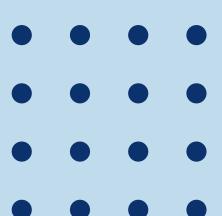
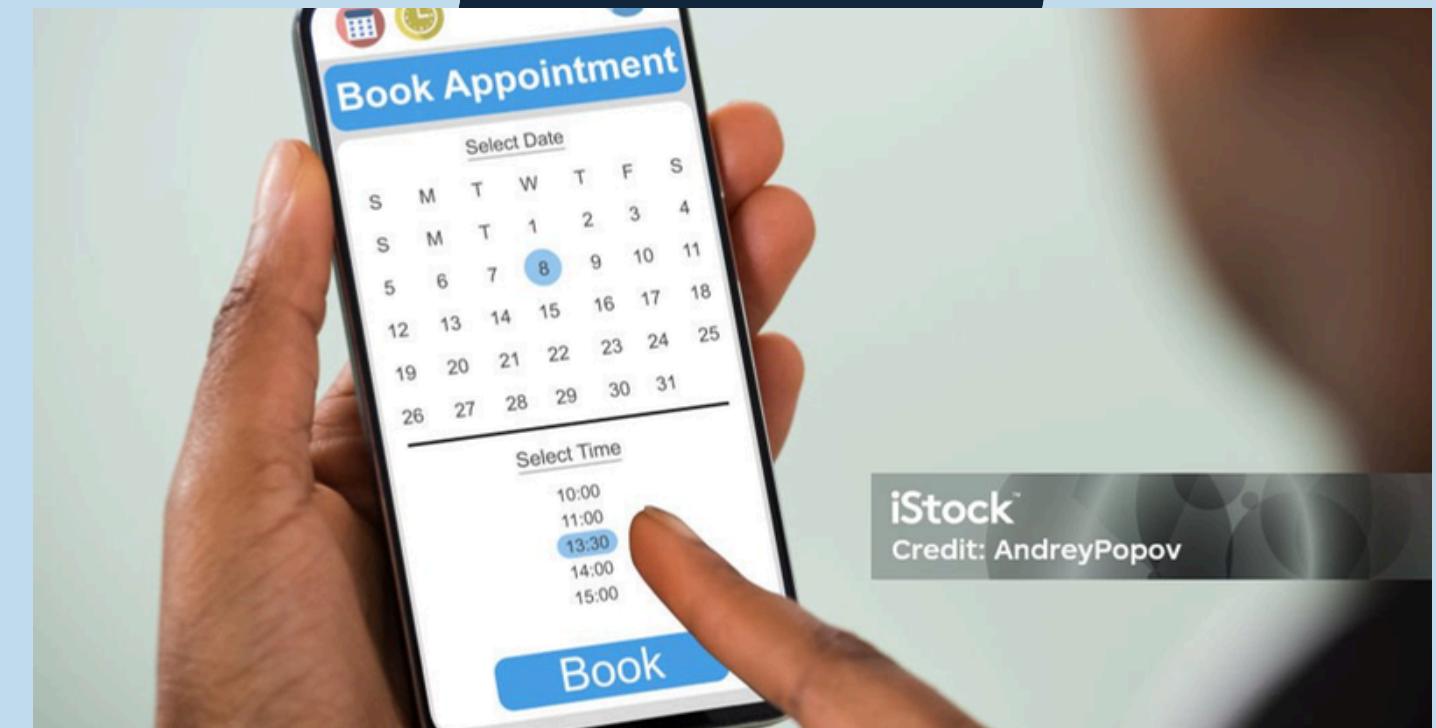
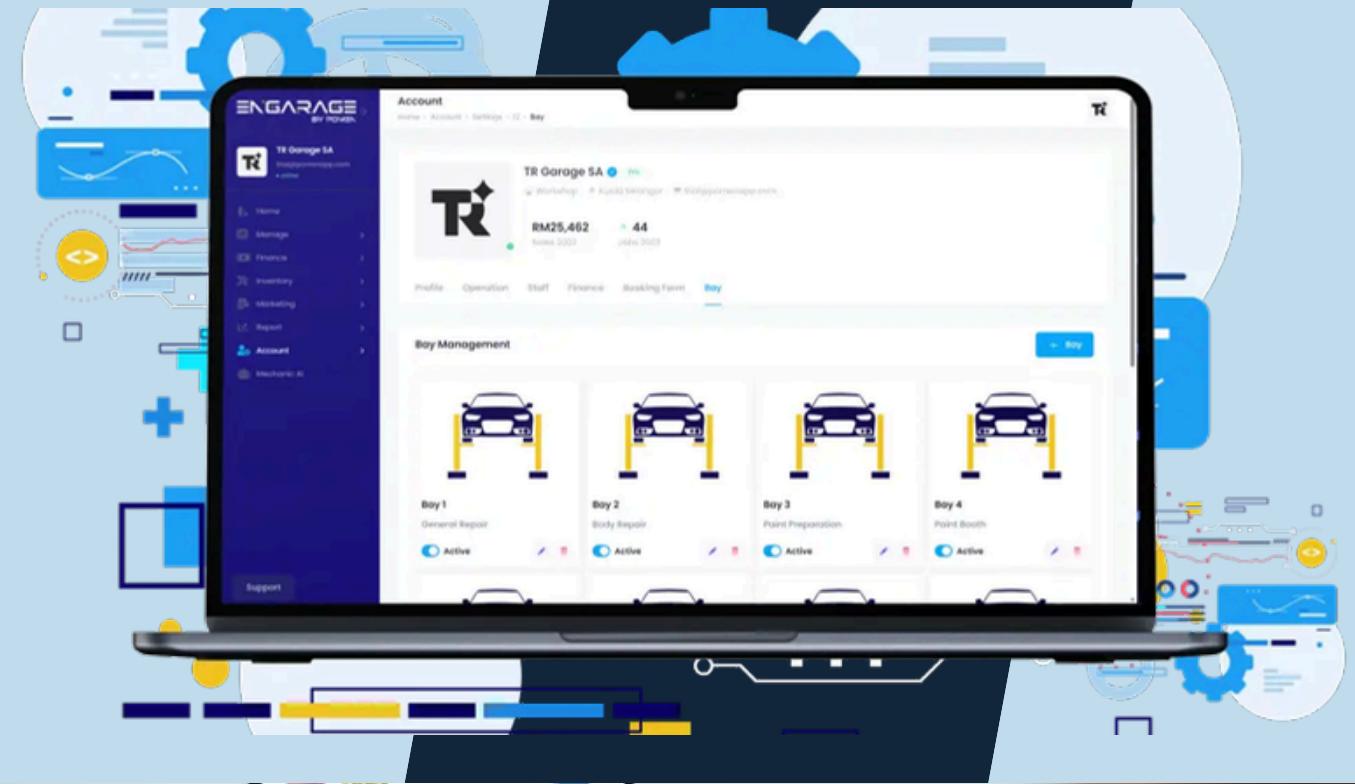




BACKGROUND & PROPOSED SOLUTION

Solution:

- Smart Workshop Management Software System
- Digitizes and streamlines automotive service operations
- Customer module: appointments, payments, and service schedules
- Admin module: vehicle management, job assignment, delivery tracking, inventory oversight



BACKGROUND & BENEFIT



40% REDUCTION
in manual workload



30% MINIMISED
operational errors



35% IMPROVED
coordination speed



25%+ ENHANCED
customer satisfaction

STREAMLINED: Bookings, payments, job assignments, and daily operations

PLAN

OUR 5 PHASE APPROACH



- Phase 1: Analysis & Prototyping
- Phase 2: Full System Development
- Phase 3: Testing & Quality Assurance
- Phase 4: Launch, Training & Support
- Phase 5: Feedback & Review

PHASE 1 - ANALYSIS & PROTOTYPING



WHAT WE'LL DO:

- Conduct workshops with key staff
 - Managers - Mechanics - Administrators
- Analyze current operational challenges
- Define specific requirements

DELIVERABLES:

- Interactive prototype
- Visual software model
- Approved design specifications

BENEFITS:

- Tailor-made for your workflow
- Avoid costly changes later
- Your approval before development

PHASE 2 - FULL SYSTEM DEVELOPMENT



CUSTOMER APP

- Easy appointment scheduling
- Service viewing & tracking
- Secure payment handling



ADMIN PORTAL

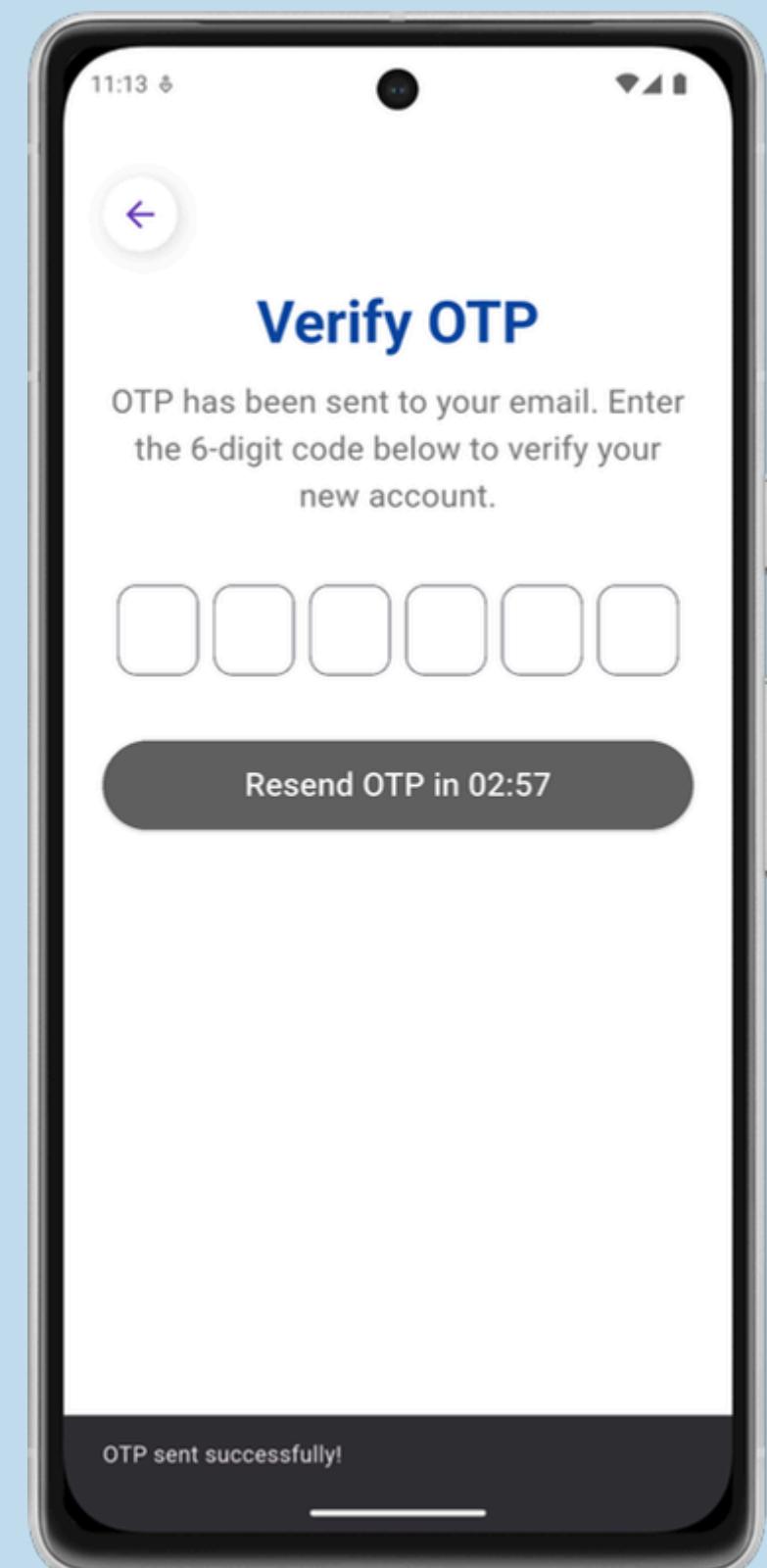
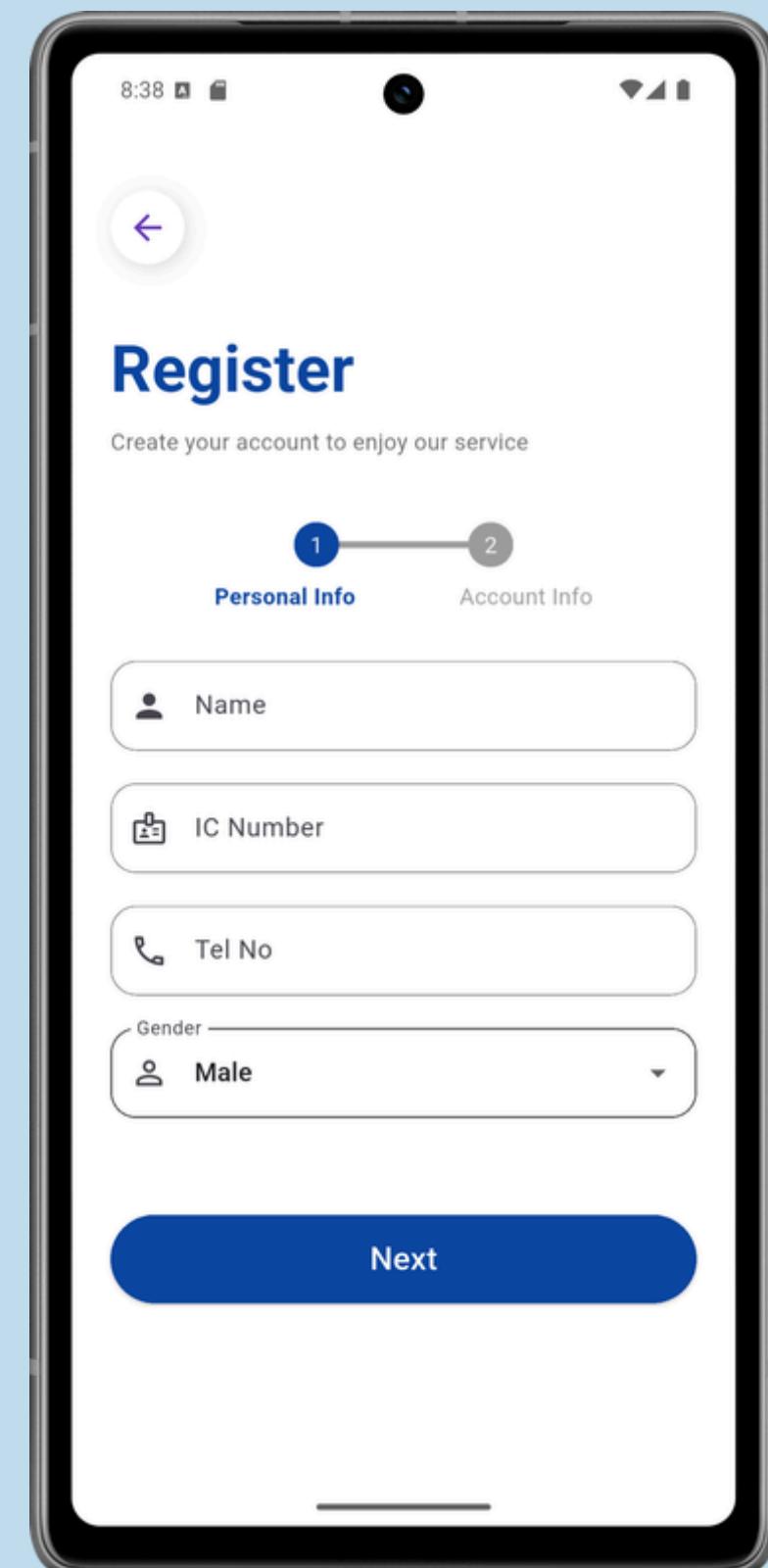
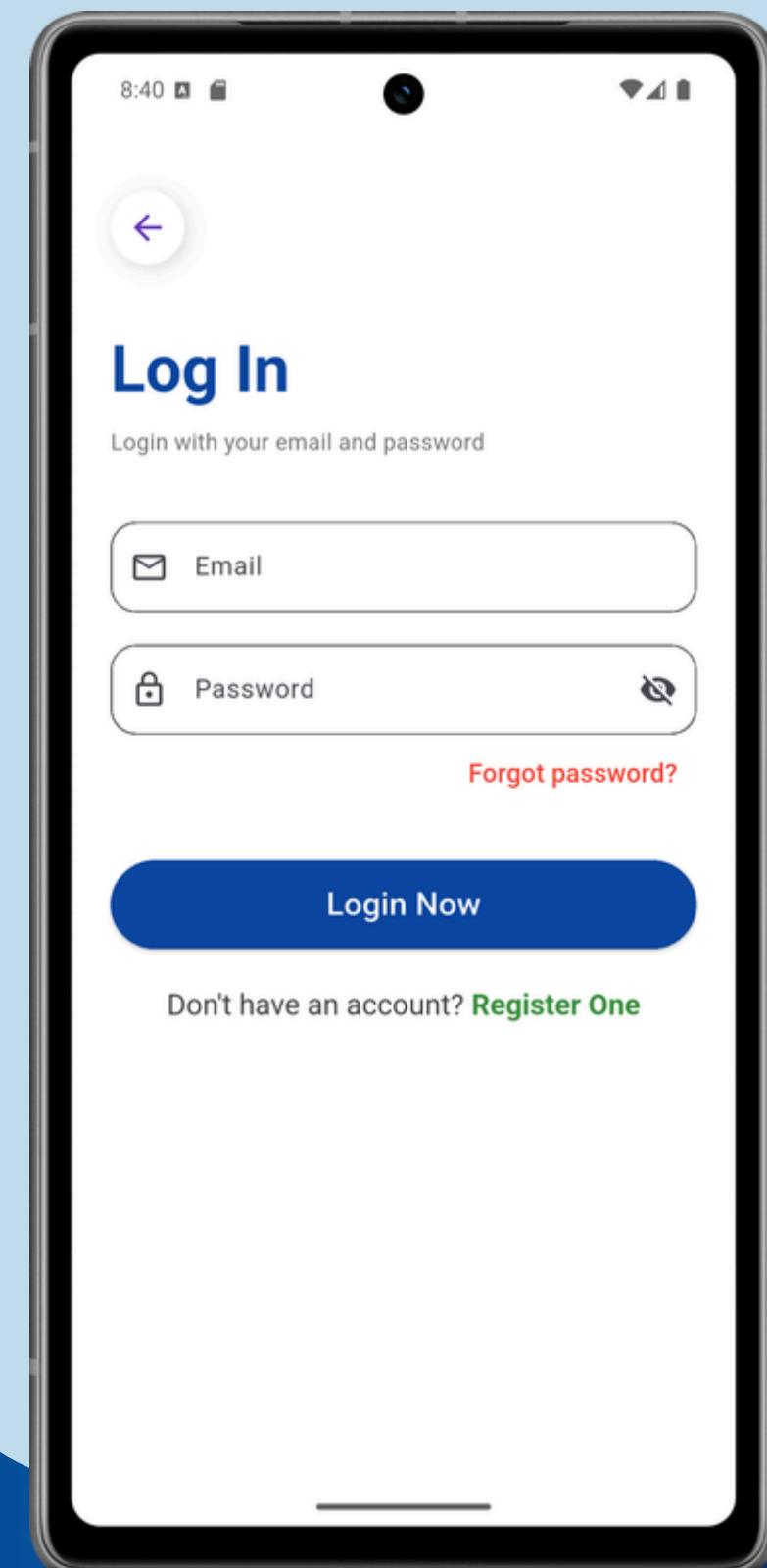
- Efficient work schedule management
- Real-time inventory tracking
- Automated invoice generation



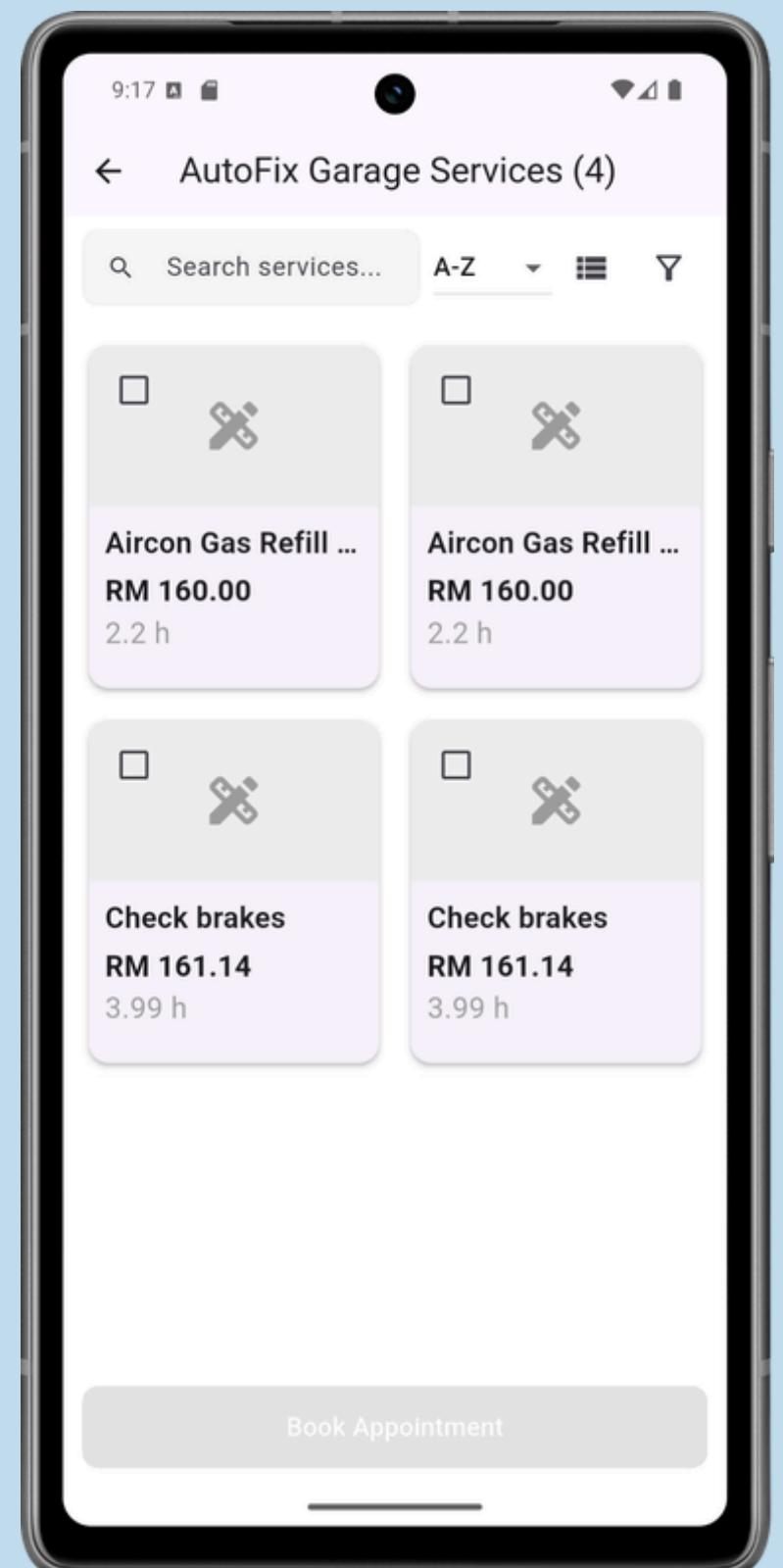
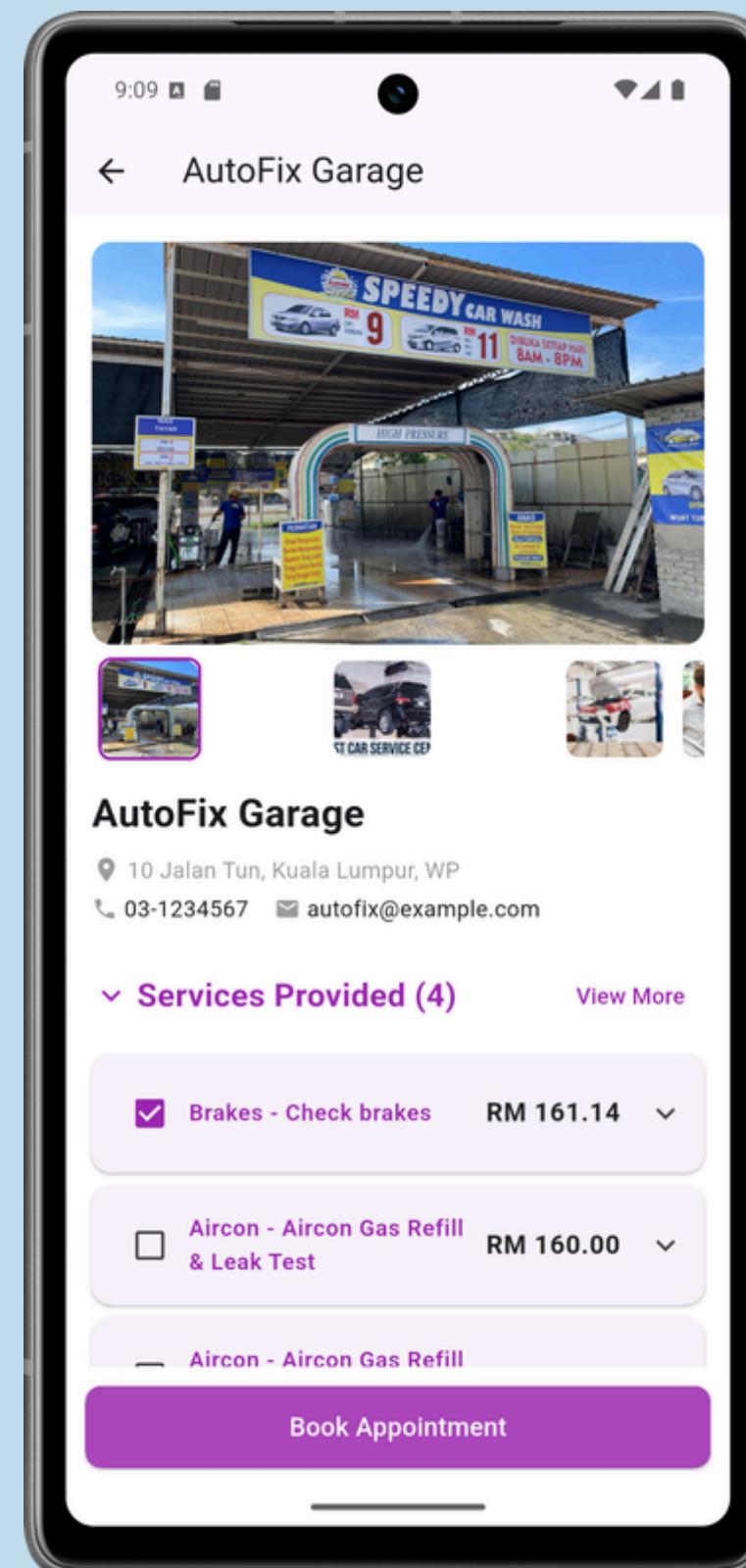
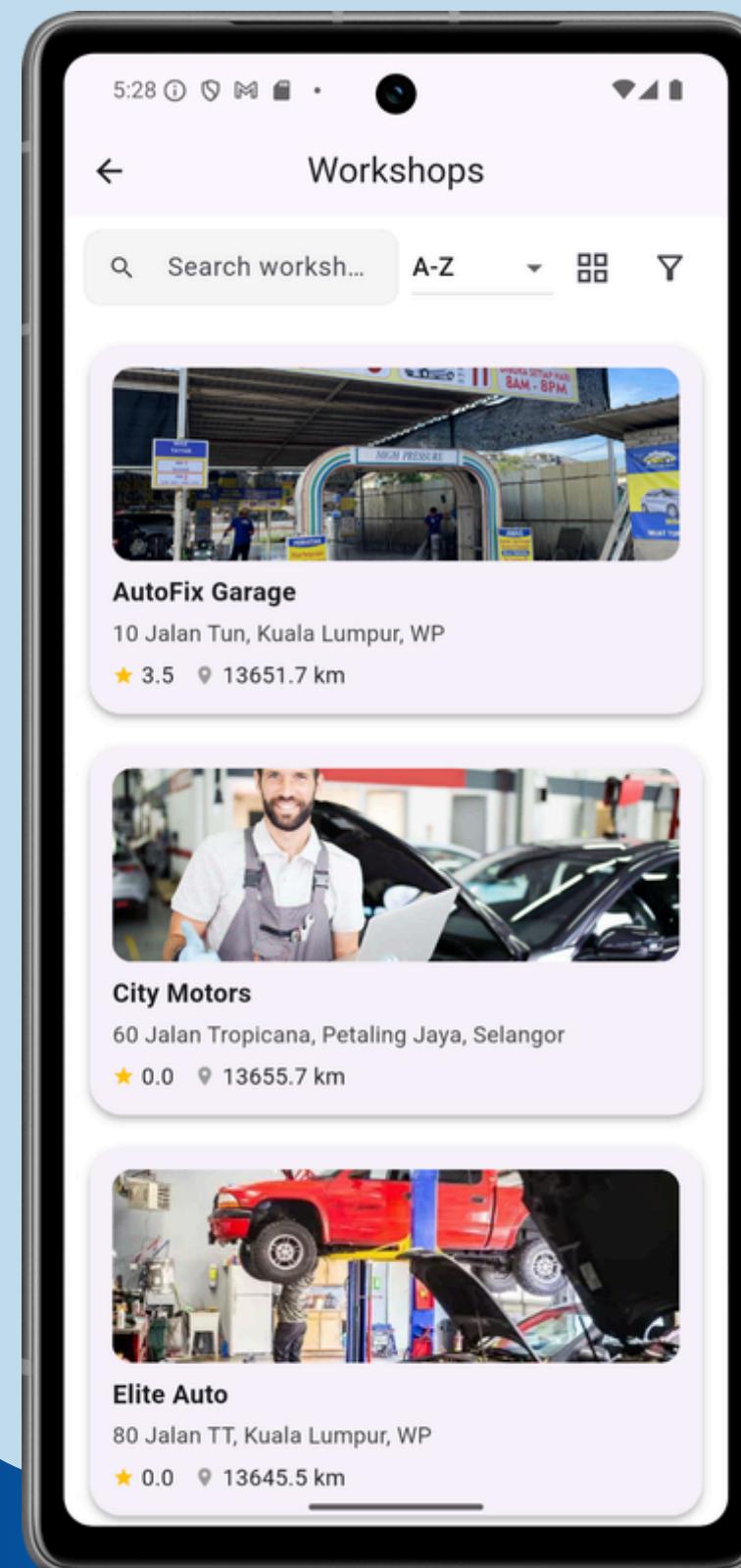
KEY ADVANTAGES

- Single unified platform
- Automated manual processes
- Integrated customer & team experience

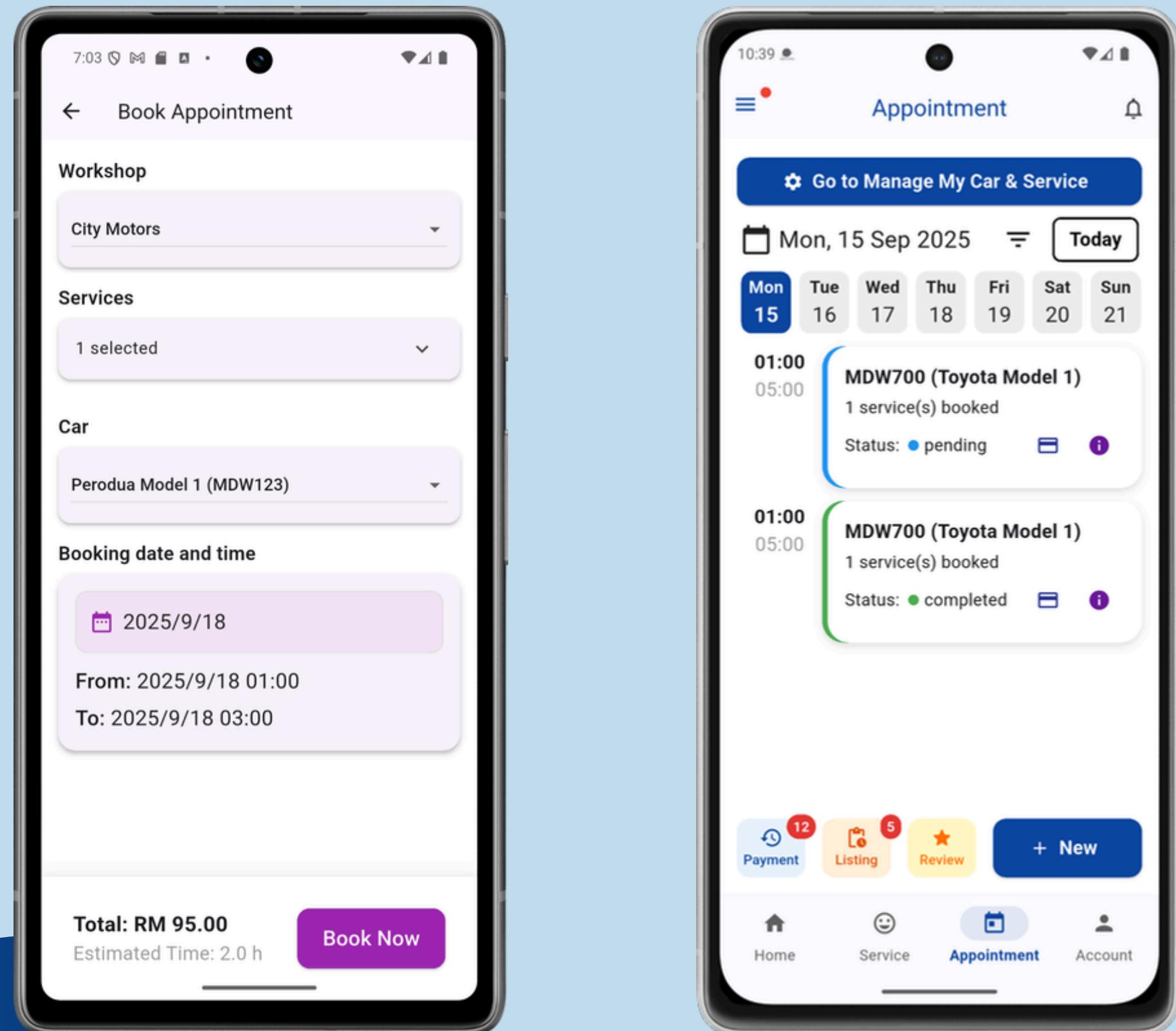
LOGIN & REGISTER VIEW



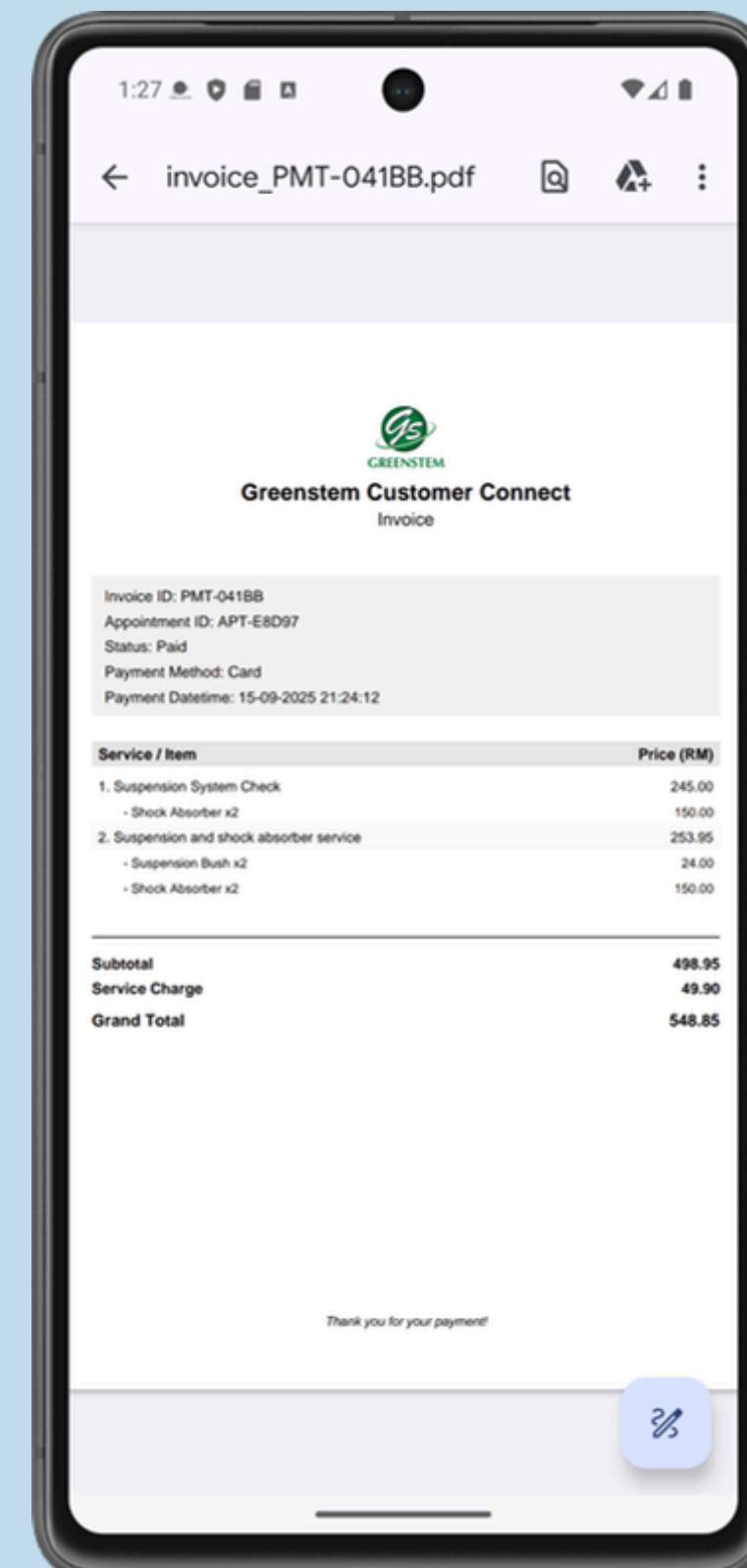
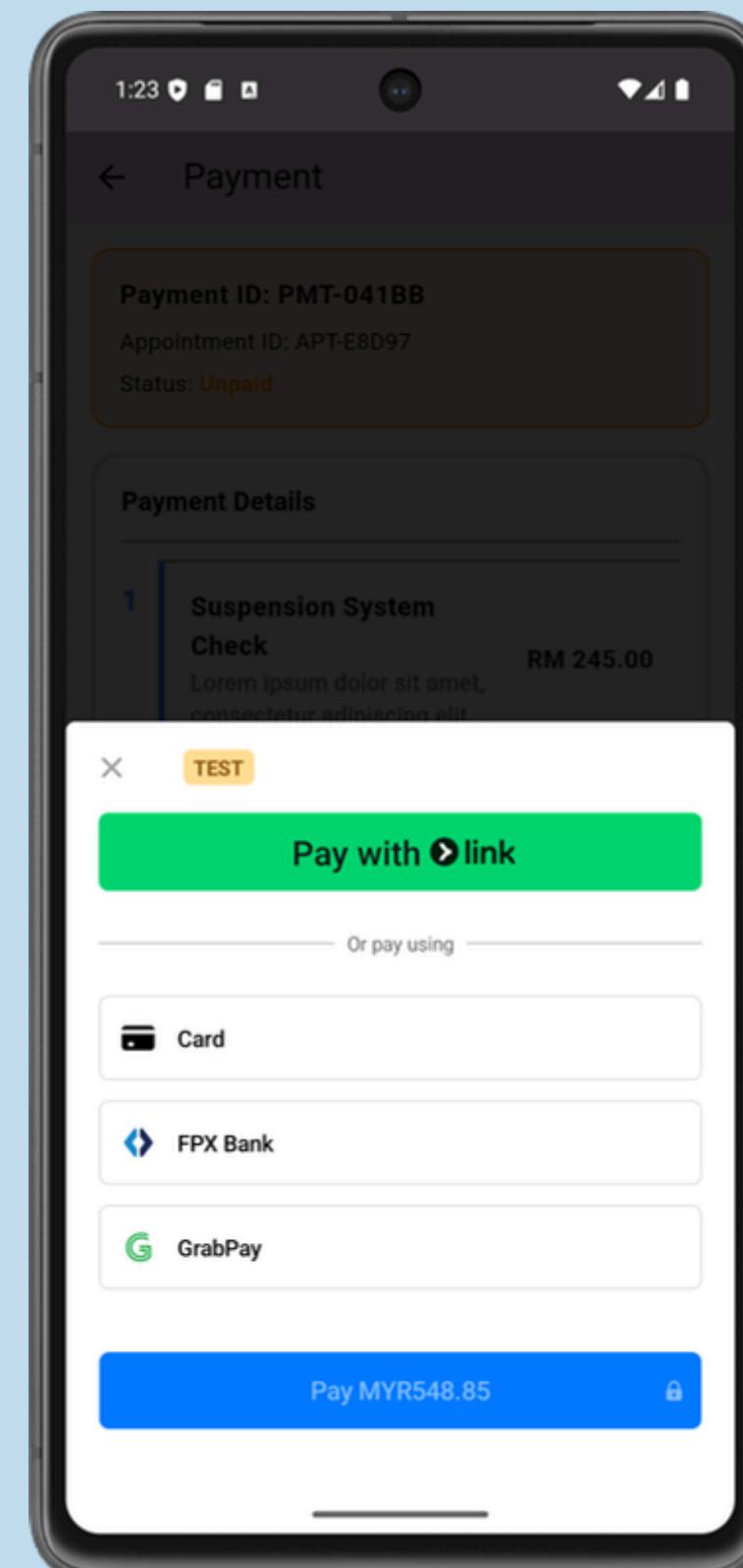
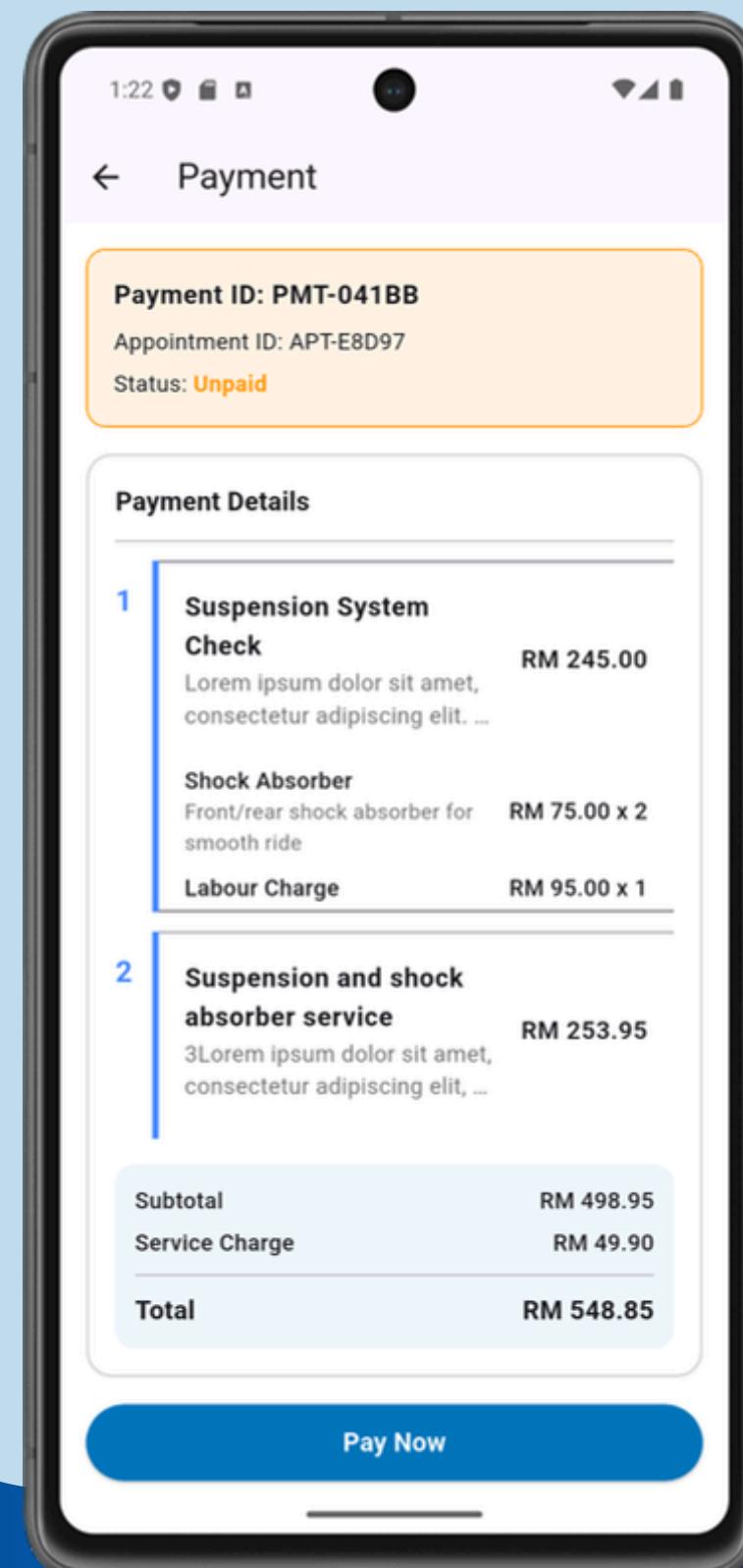
CAR SERVICE CENTRES & SERVICES VIEW



APPOINTMENT BOOKING AND LISTING VIEW



PAYMENT & INVOICE VIEW



PHASE 3 - TESTING & QUALITY ASSURANCE



TESTING SCOPE:

- Functional testing - all features
- Security vulnerability assessment
- Usability & user experience
- Performance under overload



QUALITY GUARANTEE:

- No BUG operation
- Secure data protection
- Stable system performance
- Professional launch prepare

PHASE 4 - LAUNCH, TRAINING & SUPPORT



DEPLOYMENT PROCESS

- System go-live implementation
- Role-based training sessions
- Hands-on practice workshops



SUPPORT STRUCTURE

- High-priority initial support
- Immediate issue resolution



SUCCESS ENABLERS

- Confident team adoption
- Smooth transition
- Sustainable long-term use

PHASE 5 - FEEDBACK & REVIEW



30-DAY CHECKPOINT:

- Structured feedback collection
- Staff & customer experience surveys
- Built-in feedback channels analysis



60-DAY STRATEGIC REVIEW MEETING:

- System performance analysis
- User suggestion evaluation
- Roadmap development session



CONTINUOUS VALUE:

- Quick-win implementations
- Future feature planning
- Business-driven enhancements

SCHEDULE

SCHEDULE



- Discovery & Requirement Analysis (Half Month)
- System Design & Prototyping (One Month)
- System Development (Six Month)
- Integration & QA Testing (One Month)
- Deployment & Staff Training (One Month)
- System Go Live & Initial Support (One Month)
- Feedback & Review (One Month)

STAFFING

COMPANY EXPERIENCE



- Over 10 years of experience in Smart Workshop Management Software Systems.
- Experts in digitalisation of workshop processes
- Among few in Malaysia able to deliver end-to-end solutions
- Recognised with Malaysia Digital Innovation Award 2022

PROJECT LEADERSHIP



- Project led by Mr. Lim (Senior Project Manager)
 - 12+ years managing large-scale automotive software projects
 - Led customer booking systems for Auto Bavaria
 - Oversaw automated billing systems for Mercedes-Benz & BMW
 - Managed mechanic scheduling modules for Sime Darby Auto Selection

SOFTWARE DEVELOPMENT TEAM (4 MEMBERS)



Sia Keng Loon



Lim Jun Wei

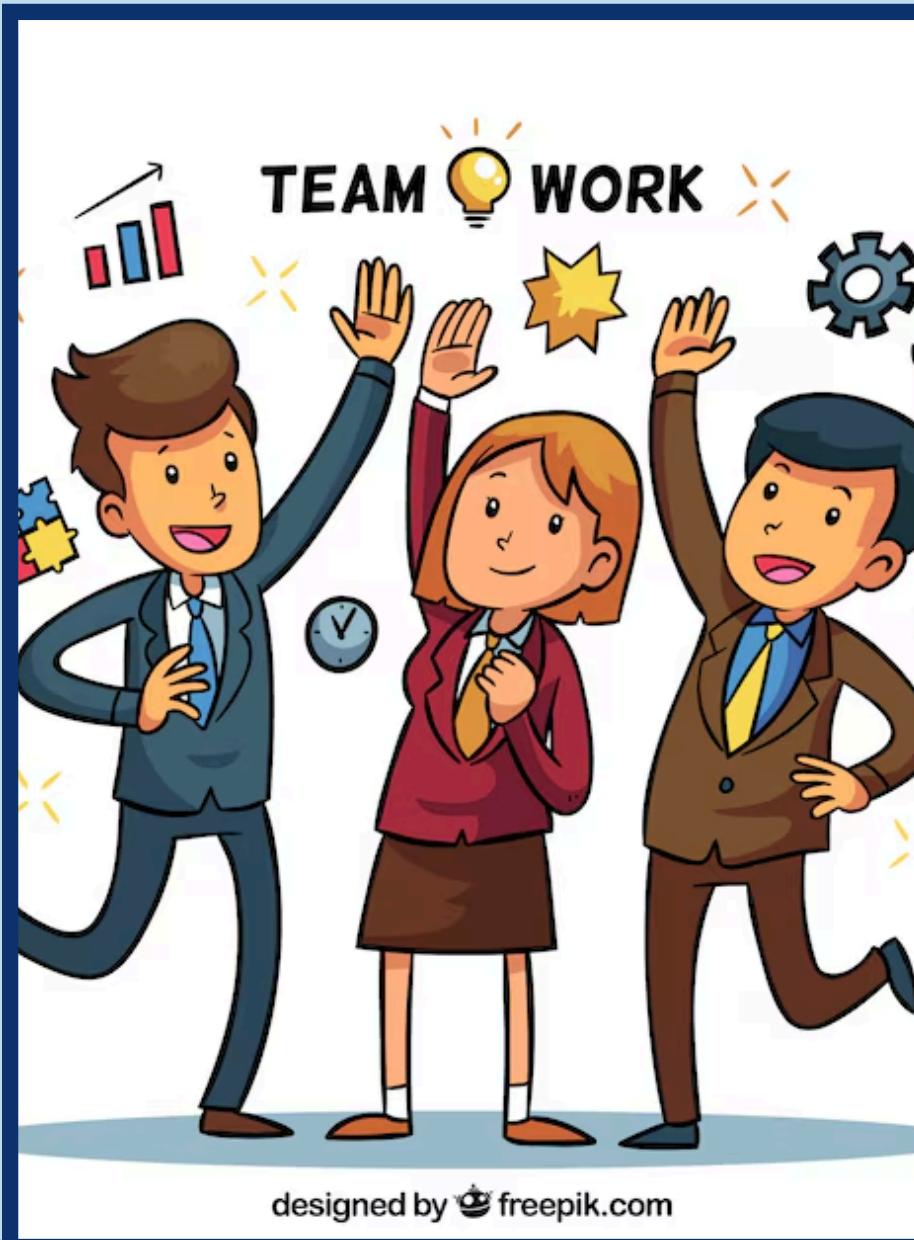


Ahmad Faris



Nur Aisyah

SOFTWARE DEVELOPMENT TEAM (6 MEMBERS)



- System analysts: Translate workflow into system specs
- Backend developers:
 - Build secure booking,
 - payment,
 - inventory,
 - job modules
- Frontend/UI designers: Design intuitive, user-friendly interfaces

TECHNICAL IMPLEMENTATION & SUPPORT TEAM (4 MEMBERS)



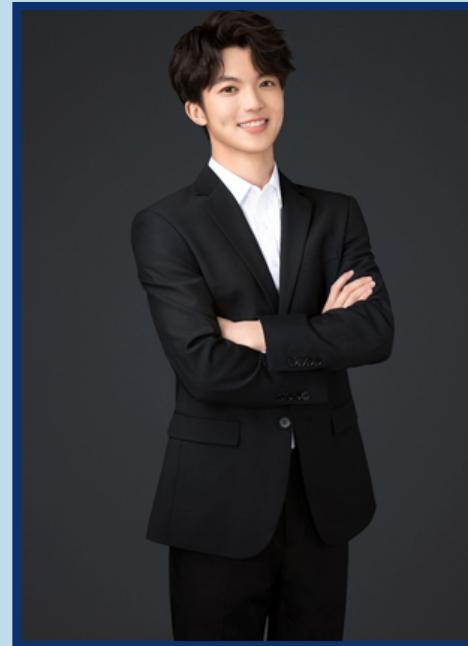
Liew Zi Li



Ng Jhun Hou

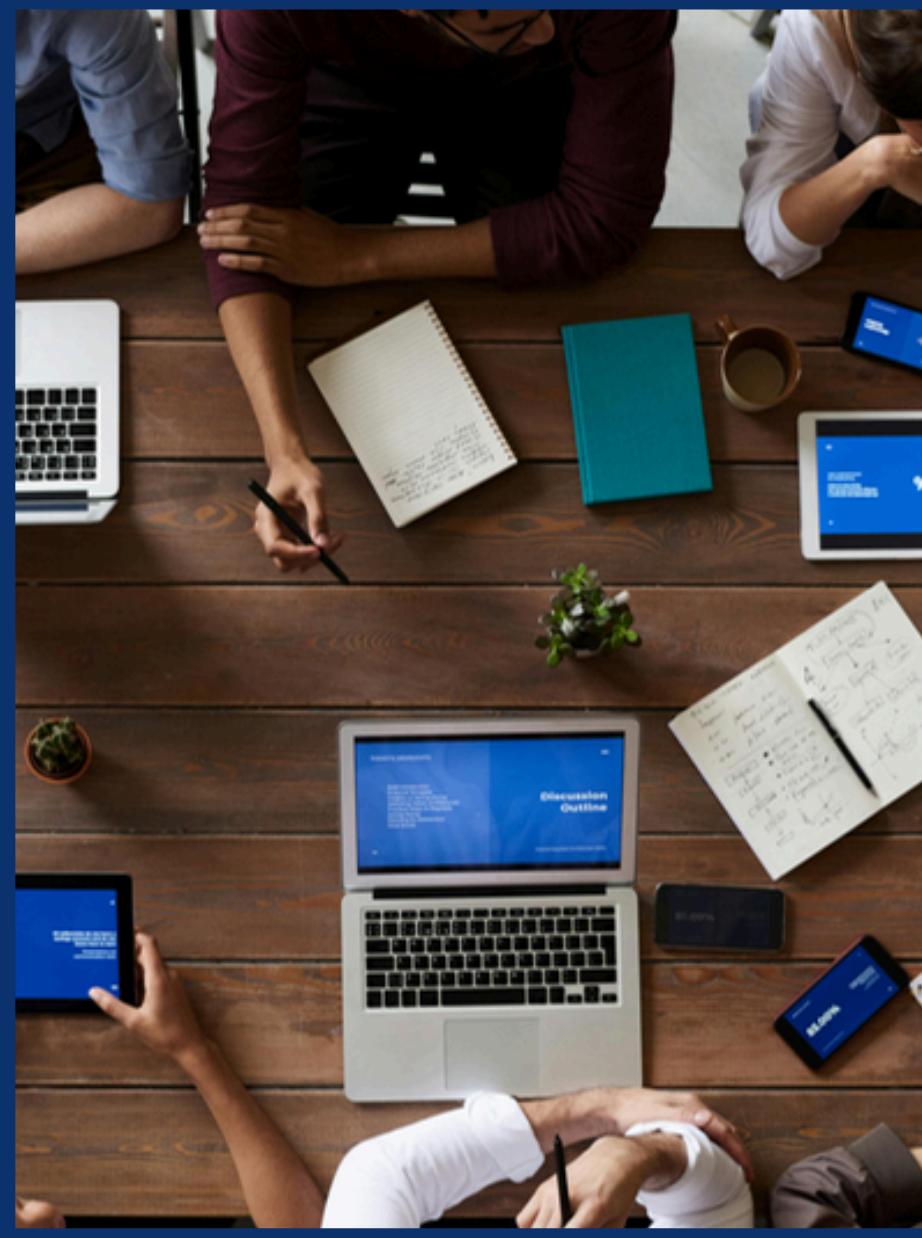


Aina Farhana



Lee Jun Wei

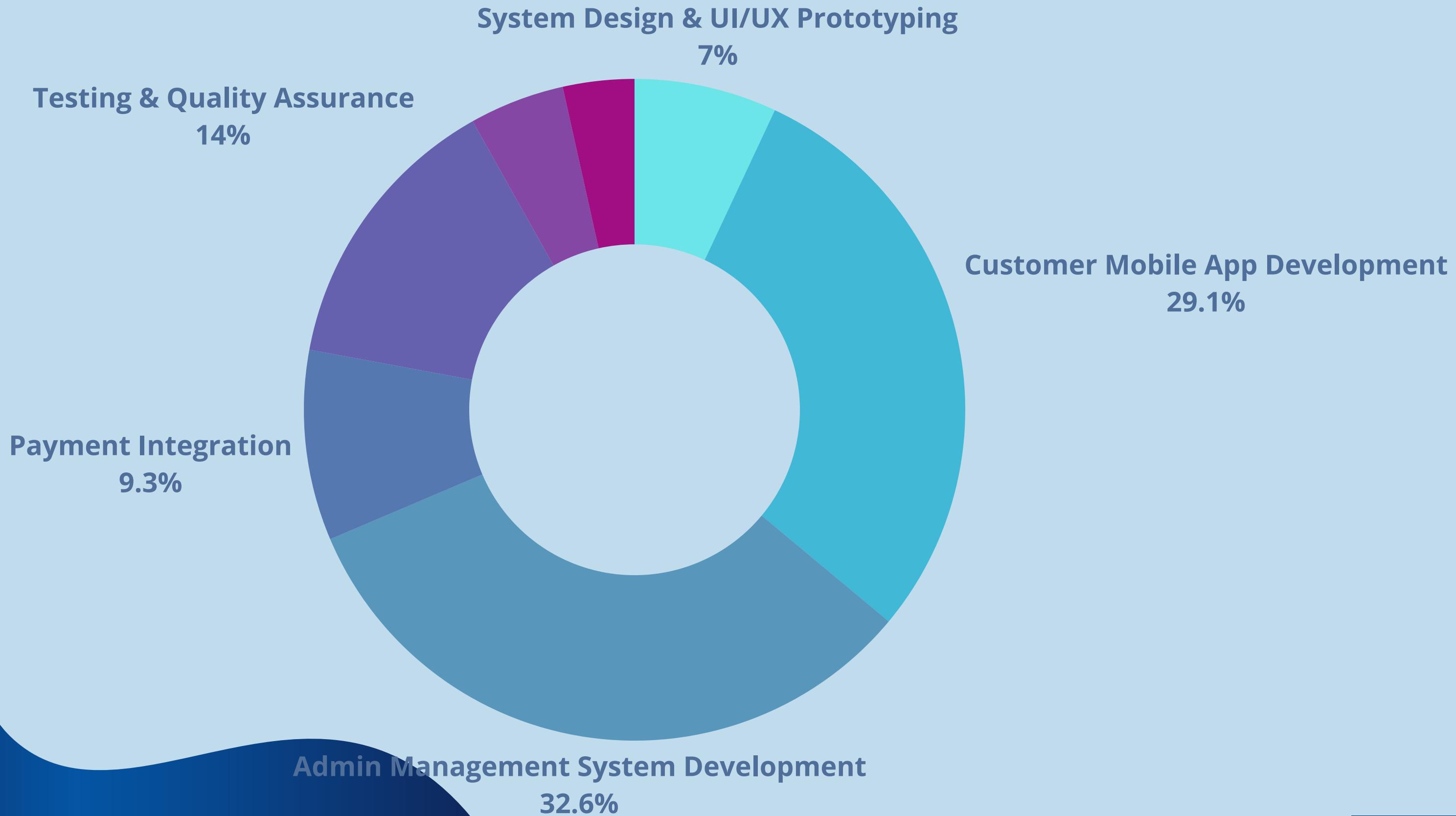
TECHNICAL IMPLEMENTATION & SUPPORT TEAM (4 MEMBERS)



- QA testers: Ensure modules work smoothly
- Technical support: Train teams & provide post-launch help
- DB/System admins:
 - Manage security,
 - performance
 - stability

PROJECT BUDGET OVERVIEW

BUDGET ALLOCATION SUMMARY



DETAIL COST BREAKDOWN



- System Design & UI/UX Prototyping - RM 6,000
- Customer Mobile App - RM 25,000
- Admin Management System Development - RM 28,000
- Payment Integration - RM 8,000
- Testing & Quality Assurance - RM 12,000
- Deployment & System Setup - RM 4,000
- Staff Training & Onboarding - RM 3,000

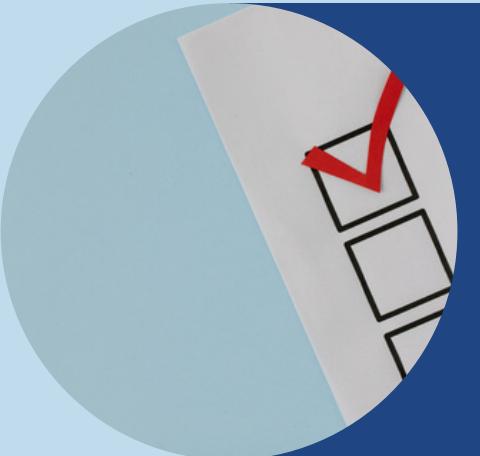
Total Project Cost : RM 86,000

BUDGET JUSTIFICATION



COVERS FULL DEVELOPMENT CYCLE :

- Workshops
- Analysis, Prototyping
- Backend systems, mobile app, admin portal development



ENSURES HIGH-QUALITY PERFORMANCE & RELIABILITY :

- 2 cycles of:
 - Full testing
 - Quality assurance



INCLUDES DEPLOYMENT AND REAL-WORLD SETUP AT WORKSHOP :

- System installation
- Configuration
- Go-live support at service center

BUDGET JUSTIFICATION



PROVIDES HANDS-ON STAFF TRAINING :

- Training sessions open for :
 - Mechanics
 - Admin staff
 - Managers



INCLUDES AFTER-SALES SUPPORT & FUTURE CUSTOMIZATION:

- Supports continuous improvement aligned with Feedback & Review phase

AUTHORISATION

PROJECTED BENEFITS



Our system enhances efficiency across customer bookings, job assignments, payments and inventory management

3 main impacts:

- Reduce manpower load - up to 30%
- Reduce operational cost - up to 40%
- Increase bookings & revenue - approx. 20%

SUMMARY

- Solves key workshop issues: booking, coordination, payments, inventory
- All-in-one system for customers and administrators
- Clear 5-phase development plan
- 11-month timeline with defined milestones
- Experienced 8-member automotive software team
- RM 86,000 for full development, testing, deployment & training
- Improves efficiency, lowers costs and increases service capacity

APPROVAL REQUEST



We seek your approval to proceed with the Smart Workshop Management Software System implementation.

Benefits:

- Reduce support workload by up to 30%
- Reduce operational costs by up to 40%
- Increase service volume by around 20%

If you wish to proceed, kindly confirm your approval before
24 November 2025

THANK YOU