

Motor Sewa – 2nd Meeting Notes

1. Booking and Service Workflow

- When a vehicle breaks down, the user should be able to open the app and log a service request.
- The app should already contain the vehicle's information.
- The user provides details about the issue and selects a preferred date and time slot from a calendar.
 - The calendar **should display all booked slots** so the user can easily identify available time slots for booking.
- Once booked, the admin assigns a technician to the job.
- The assigned technician arrives at the scheduled time, starts the job, takes a photo, and adds remarks on the work completed.

2. Roles and Responsibilities

- All technicians are in-house; there is no outsourcing involved.
- The admin (service engineer team) is responsible for:
 - Assigning technicians
 - Managing booking information
 - Tracking job progress
 - Recording job completion and remarks

3. Notifications and Communication

- Currently, there are no automated notifications.
- Required improvements:
 - Send notifications via **WhatsApp**:
 - When a job is assigned
 - When a job is completed
 - If a mobile app is developed, include **in-app or push notifications** as well
- Notifications are important, especially since the platform is currently web-based and lacks real-time communication.

4. Technician App Requirements

- Technicians should be able to:
 - Upload photos of the service
 - Write remarks about the job

- These features would work best through a dedicated **mobile app**, considering the on-field nature of their role.

5. Design and User Experience

- The current prototype is basic and lacks visual appeal.
- Improvements needed:
 - A more intuitive, visually clean design
 - Better stability and smoother user experience
 - Focused especially on admin-facing workflows

6. Transparency and Reporting

- Transparency and proper bookkeeping are core values of Motor Sewa.
- Key features needed:
 - A dashboard showing monthly reports and summaries
 - Access to detailed vehicle condition history
 - Analytics to highlight cost savings, repairs done, and usage patterns
- Schools should receive monthly reports outlining the status of their vehicles and any maintenance performed.

7. External Repairs and Centralized Data

- Schools should be able to:
 - Upload details of repairs done outside the Motor Sewa system
 - View both external and internal repairs in one centralized dashboard
- The goal is to provide a full history of all vehicle maintenance in a single interface.

8. Maintenance and Long-Term Support

- Motor Sewa is seeking a **long-term technical partner**.
- They plan to have an internal person to monitor the system and report issues.
- Continuous maintenance, updates, and improvements are expected after the initial build.

9. Billing, Payments, and CRM Integration

- Billing will be moved fully online.
- The platform should:
 - Generate and send invoices digitally
 - Support integration with a payment gateway
 - Include CRM functionality for managing clients and services

10. Platform Expansion and Future Plans

- **Short-Term Goal:** Refine the platform for use in schools.
- **Long-Term Vision:**
 - Expand across Nepal
 - Partner with local garages to use the software
 - Extend the platform from B2B (servicing schools) to B2C (individual vehicle owners)

11. Integration and Cost Considerations

- Open to exploring whether parts of the existing app can be reused or integrated.
- Interested in a clear breakdown of development and maintenance costs.