

Brainstorming - Idea Generation

Date	25/10/2025
Team ID	NM2025TMID03454
Project Name	Garage Management system
Maximum Marks	4 Marks

Problem Context:

Most local garages still depend on manual paperwork for scheduling, billing, and customer management.

This results in inefficiency, poor customer service, and lack of data insights.

Opportunities:

- Introduce a cloud-based solution using Salesforce CRM.
- Streamline service booking, repair tracking, and invoicing.
- Improve customer engagement via automated notifications.

Brainstorming Summary:

Our brainstorming session identified three key stakeholders (Garage Owner, Mechanic, Customer) and focused on solving manual inefficiencies through digital automation.

Garage Management System - Brainstorming Map

Garage Management System (GMS)

Customer Issues:

- Delays
- Manual records
- No tracking

Garage Issues:

- Paper-based billing
- No scheduling
- Low efficiency

Solutions:

- Salesforce Automation
- Service Tracking
- Report Generation