

IDEATION PHASE

Empathize & Discover

Date	01 November 2025
Team ID	NM2025TMID08021
Project Name	Garage Management System – Digitalization of Garage Operations

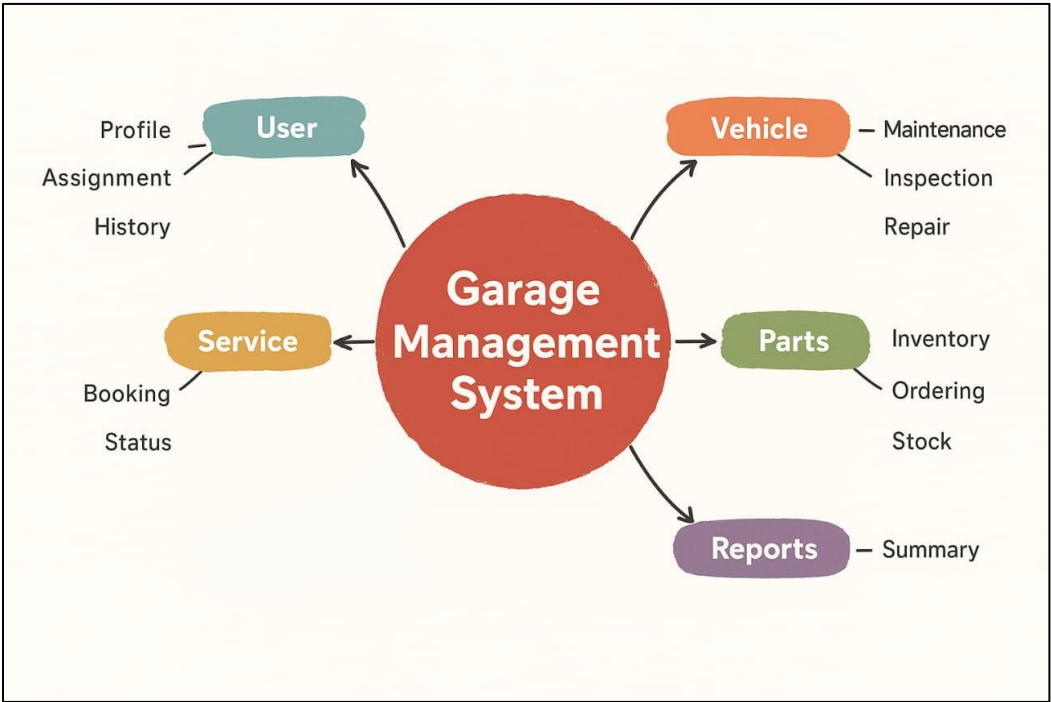
Empathy Map Canvas:

In the Empathize & Discover phase, focus is placed on understanding the real challenges faced by garage businesses during daily operations. Many garages still depend on manual recordkeeping, which often leads to misplaced data, scheduling conflicts, billing inaccuracies, and delayed service tracking. Customers experience longer waiting times, while managers struggle to maintain visibility over ongoing services and employee performance.

The findings highlight the need for a centralized digital system that simplifies the management of customer information, service appointments, billing, and reporting. Such a solution should provide accurate and accessible data, real-time service tracking, and automated alerts.

A well-designed Garage Management System improves efficiency, transparency, and user satisfaction by reducing manual work and enabling seamless coordination between staff and customers.

Example:



User	Needs / Challenges	Insights / Solutions
Customer	Needs timely updates on vehicle service and accurate billing.	Provide appointment tracking, payment confirmation, and service feedback features.
Mechanic / Service Advisor	Faces difficulty tracking multiple vehicles and ongoing tasks.	Implement Service Records with automatic status updates and quality check tracking.

Manager	Requires visibility into employee performance and service outcomes.	Create dashboards and reports to monitor operations, ratings, and payments.
Administrator	Needs to ensure data accuracy and avoid duplication.	Apply validation rules, duplicate prevention, and automated process flows.