

Garage Management System (GMS)

1. Problem Statement

Garage owners and service centers face operational challenges due to manual record-keeping, lack of centralized customer data, and inefficient communication between staff and customers. These issues lead to delays, poor tracking of vehicle service requests, and decreased customer satisfaction.

Key Problems Identified:

- Difficulty in tracking service progress and technician assignments.
- Lack of automated notifications for customers.
- Time-consuming invoice generation and record maintenance.
- No centralized system for managing customer and vehicle data.

Goal:

To develop a Salesforce-based Garage Management System (GMS) that digitizes and automates garage operations, ensuring efficiency, accuracy, and better customer experience.