

Problem – Solution Fit Template

Date	24 June 2025
Team ID	LTVIP2025TMID31275
Project Name	Garage Management System
Maximum Marks	2 Marks

Problem–Solution Fit Template – Garage Management System (GMS)

Purpose Recap

This template helps ensure that the **solutions** you develop:

- Solve real, existing **customer problems**
- Fit naturally into the **customer’s behavior and workflow**
- Help you improve adoption, marketing, and user trust

Problem–Solution Fit Table

No.	Customer Problem	Observed Behavior	Proposed Solution	How the Solution Fits Existing Behavior
1	Booking appointments is time-consuming and inconvenient	Customers call or walk in, often during work hours	Online service booking via portal or app	Fits digital-savvy behavior; aligns with how users book food, taxis, or doctor appointments
2	No visibility into service status	Customers frequently call for status updates	Real-time SMS/email notifications for each service stage	Uses familiar channels (SMS/email); builds trust through transparency
3	Delay in vehicle pickup due to unpredictable turnaround times	Customers show up early or wait long hours	Auto-estimated service time + pickup alert	Matches behavior of apps like Uber (real-time ETA notifications)
4	Cannot remember service history or invoice details	Customers manually record or lose service papers	Digital service history and downloadable invoices	Offers digital convenience like online banking and e-health records
5	Confusion over which mechanic is working on what	Mechanics are manually assigned without skill matching	Automated mechanic assignment based on expertise, load	Reduces delay and confusion, mirroring scheduling tools used in hospitals

No.	Customer Problem	Observed Behavior	Proposed Solution	How the Solution Fits Existing Behavior
6	Spare parts not available when needed	Staff manually checks inventory and places ad-hoc orders	Real-time inventory tracking with low-stock alerts	Automates existing process and prevents surprises; aligns with eCommerce inventory behavior
7	Garage owner lacks insight into business performance	Owner tracks sales manually or doesn't track at all	Live dashboards for revenue, service trends, and mechanic productivity	Provides business intelligence like POS dashboards or CRM analytics
8	Customers feel disconnected from garage experience	They only interact at drop-off and pickup	Two-way customer portal for feedback, live status, and appointment rescheduling	Builds ongoing relationship; fits digital engagement patterns like food delivery feedback
