

## Automated Car Service Management System to Increase Industry Efficiency

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The automobile maintenance and service industry are currently witnessing the trend of people expecting to order items online like other consumer goods and services. But it is a weakness that many leading vehicle maintenance service providers are still doing business based on paperwork. Because of this, it appears that there is a minimum level of trust and willingness of the customers regarding the existing efficiency of the automobile maintenance and services sector. Due to this, the customers have to spend their time and effort in vain, while the opportunity for the organizations to use their time and resources efficiently is also reduced. In the existing manual system, the ability to provide the necessary information to the customer immediately and provide the most accurate information has been reduced. As an alternative to that, automating the existing manual system provides the space for organizations to successfully gain increased customer attraction and business competitiveness. This automation provides an opportunity for customers to book an appointment and get services without the hassle that they expect and pay online, as well as get information about services and prices from home. This allows the organization to increase sales and avoid unnecessary labour losses due to the ability to offer discounts to frequent customers and carry out corporate marketing campaigns to attract customers. The purpose of this study is to limit the mistakes and wastages of not only consumers but also the automobile service industry by automating the existing manual systems.

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