

# STREAMLINING OPERATIONS: HOW MECHANIC LENS TRANSFORMED AUTO REPAIR SHOP'S WORKFLOW

## BACKGROUND

Our client, a well-established automotive repair garage located in Canada, has been serving the local community for over 15 years. Specializing in comprehensive vehicle diagnostics, repairs, and maintenance services, the garage handles everything from routine oil changes to complex engine overhauls. They've built a reputation for quality workmanship and reliable service.



“What used to take us hours of searching through logbooks now takes seconds. Our customers are happier because they get real-time updates, our mechanics are more productive, and I finally have peace of mind knowing exactly what's happening in my garage at any given moment.

– Sam: Automobile Repair Shop Owner



## CHALLENGE

Despite its success, the garage was drowning in paperwork and struggling to keep up with demand. Vehicle details, repair histories, and job specs were split across multiple logbooks, making it difficult to track repair progress or quickly pull up service records. This disorganized system caused delays, miscommunication among staff, and frustrated customers left waiting for updates. Missed service reminders only worsened the situation, leaving the garage floor packed with completed but uncollected vehicles.

In addition, employee management was equally challenging. With no proper system to record check-ins, check-outs, or working hours, payroll depended on manual calculations and assumptions. This created disputes, delayed salary payments, and wasted hours on administrative tasks.

Recognizing these inefficiencies were limiting growth, the garage owner saw the urgent need for a comprehensive digital solution to streamline processes, improve communication, and boost productivity.



# THE SOLUTION: MECHANIC LENS SYSTEM

To address these challenges, our team developed Mechanic Lens, a comprehensive automobile garage management system that centralizes all operations into a single, user-friendly platform. The system includes the following key features:

- ✓ **Vehicle Owner & Details Management** - Comprehensive database storing customer information, vehicle specifications (make, model, year, VIN), and contact details for easy retrieval
- ✓ **Job Card System** - Digital work orders that capture vehicle issues, required repairs, parts needed, estimated completion times, and real-time status updates
- ✓ **Employee Portal** - Automated check-in/check-out system with timestamp tracking, allowing staff to log their working hours accurately
- ✓ **Payroll Management** - Integrated system calculating salaries based on logged hours, managing employee work history, overtime tracking, and generating automated pay statements

## RETURN ON INVESTMENT

The implementation of Mechanic Lens delivered measurable improvements across all aspects of the garage's operations:

- ✓ **60% reduction** in vehicle turnaround time due to streamlined workflow and better job tracking
- ✓ **40% increase** in customer satisfaction scores through improved communication and timely service delivery
- ✓ **25 hours saved per month** on administrative tasks, allowing staff to focus on core repair work
- ✓ **100% accuracy** in payroll processing, eliminating disputes and manual calculation errors
- ✓ **30% improvement** in garage capacity utilization through better scheduling and vehicle status tracking
- ✓ **Complete elimination** of lost paperwork and missed customer communications



## FOSPERTISE'S ROLE IN IMPLEMENTATION


Our Business IT solution team at Fospertise provided end-to-end support throughout the project:

- ✓ **Requirements Analysis** - Conducted detailed consultation sessions to understand specific workflow challenges and business requirements
- ✓ **Custom Development** - Built a tailored solution using modern web technologies to ensure scalability and reliability
- ✓ **Data Migration** - Seamlessly transferred existing customer and vehicle records from paper logs to the digital system
- ✓ **Staff Training** - Provided comprehensive training sessions for all garage employees on system usage and best practices
- ✓ **Ongoing Support** - Established dedicated support channels for troubleshooting and system updates
- ✓ **Performance Monitoring** - Regular system health checks and optimization to ensure consistent performance

Need a unique solution for your company? Let's discuss how we may help you streamline your business as well.

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