

Workshop Efficiency & Logistics Planning

Overview

Maruti Suzuki MAIL is the Corporate Accelerator of Maruti Suzuki, working towards finding starting startups, with which Maruti Suzuki teams can co-create a solution to address a live use case.

Current Challenges

The vehicle service count at Maruti Suzuki workshops is dynamic in nature. Vehicle load is affected by multiple parameters (e.g. - rains / dusty weather conditions, regular / heavy traffic congestions around the workshop area, etc). This affects the dealer resource planning as well as profitability.

Business Requirements

A solution is required which would gather data from various sources like weather portals / traffic information from various sources. An intelligent system is required to timely alert the workshop of the potential drop in the service vehicle load. This would help the dealer to act proactively and reach out to customers to offer alternate service options / benefits.

Use cases

Advance Alerts mechanism which gathers information from Weather / Traffic, assess the impact of the same on Service Load and communicate to Dealer to plan his resources / activities to timely reach out to customers to offer.