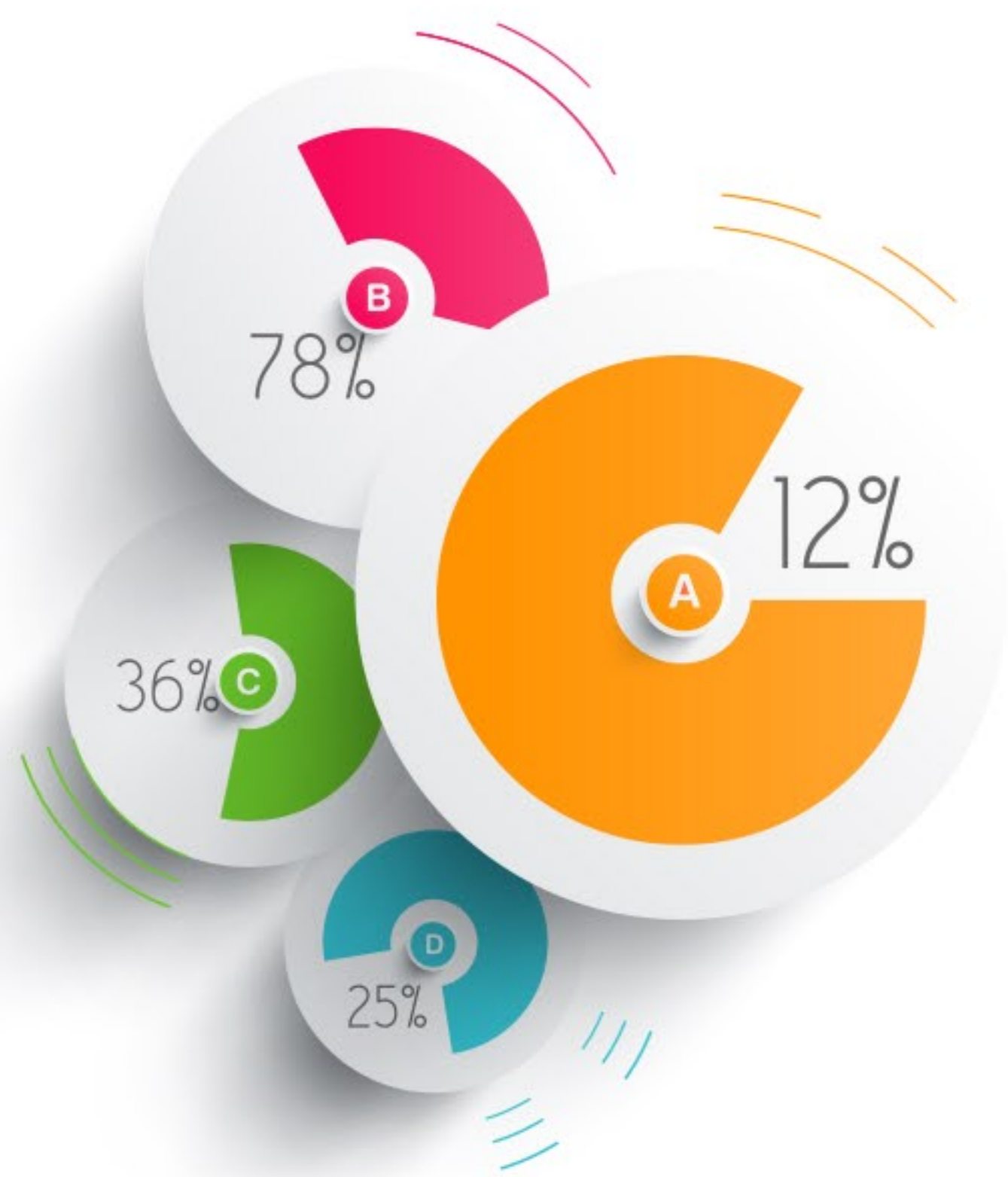# BOOK MY MOT

Problem Statement: The process of booking MOT tests was a very challenging and cumbersome for vehicle owners. Finding suitable garages with respect to relative distance, suitable time-slots, and desired quality and type of services is another issue for car owners due to the lack of sources of information. Garages neither have an integrated platform to deal with load management, underutilized/overbooked ramps, and operational delays nor do they have a means to advertise their services/products and reach prospective customers. The target audiences of these solutions are vehicle owners (customers) and garages (service providers).

IDENTIFYING THE MARKET GAP

The MOT test (or simply MOT) is an annual test of vehicle safety, roadworthiness aspects and exhaust emissions required in the United Kingdom. For vehicles over three years old, MOT tests are mandatory on annual basis for as long as the vehicle is in use. MOT tests for a 4-wheeled vehicle can cost vehicle owners anywhere between £54.85 and £124.50 depending upon the type of inspection. The cost of repairing/rectifying defects is on top of the MOT fee.

MARKET TRENDS AND STATS

38.2 million — Total number of licensed vehicles in the UK in 2018

7.8 years — Average life of motor vehicles in the UK (~6 MOTs per vehicle)

17% - 51% — Forecasted growth in traffic in the UK between 2015 and 2050

£20.2 billion — Contribution of the vehicle manufacture industry to the British economy in 2017

£7.2 billion — Contribution of the motor vehicle parts retail industry to the British economy in 2017 (1.5% average annual growth between 2014 and 2019)

£27.5 billion — Contribution of the motor vehicle maintenance & repair industry to the British economy in 2017 (3.3% average annual growth between 2014 and 2019)

2.37 million — Total number of new vehicles registered in 2018

30,594,038 — Total MOTs conducted in the UK across all vehicle classes in 2017 – 2018

SOLUTION

Garage Platform (GP) and Book My MOT (BMM) web solutions were created using React (Frontend) & React-admin (Backend) to provide an integrated platform that brings customer (i.e. vehicle owners — using BMM) and service providers (i.e. garages — using GP).
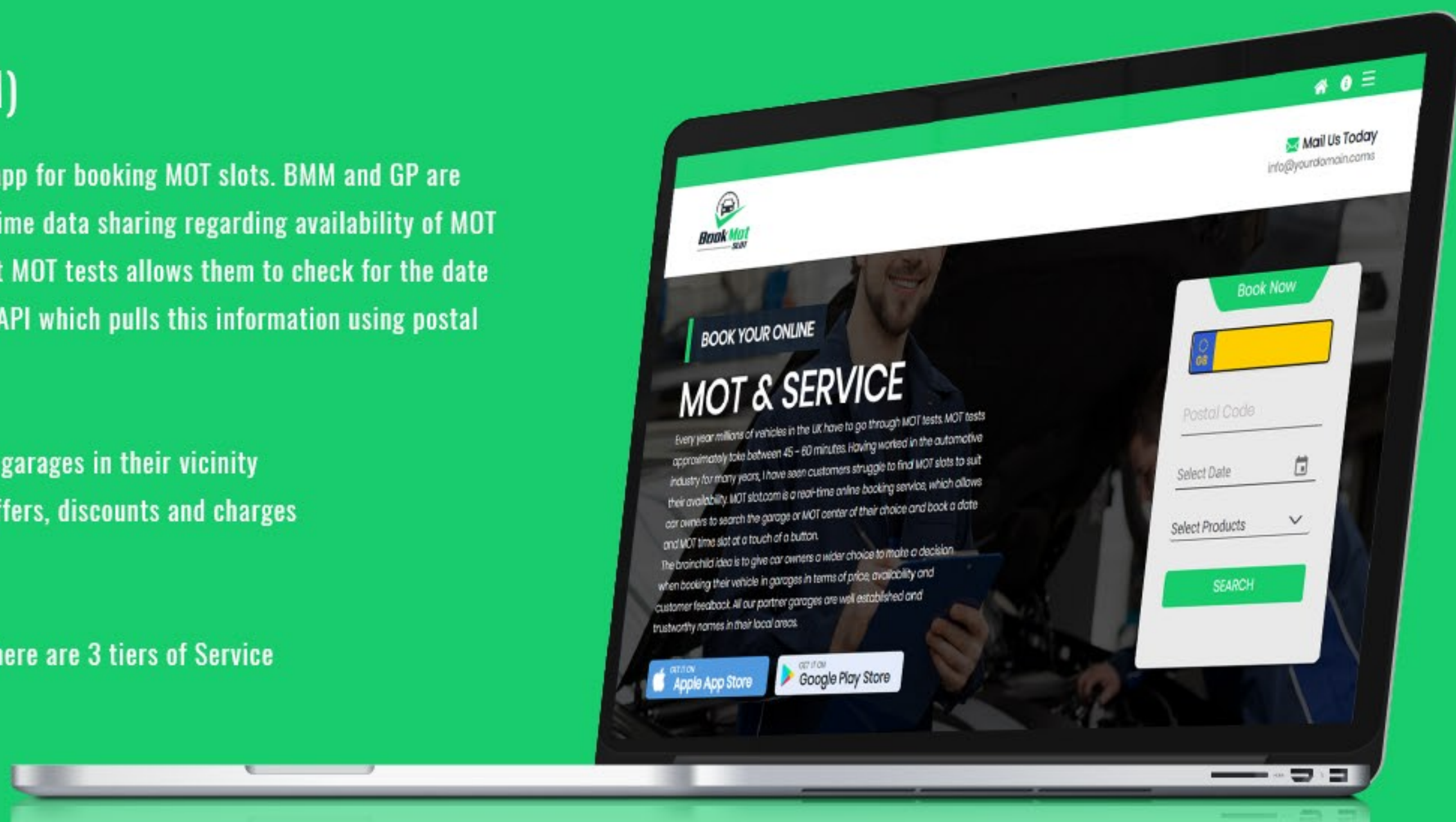
These two sides of the solution work in conjunction to cater to the currently under-served MOT and auto-service market, create convenience for and provide information & access to all stakeholders.

BOOK MY MOT (BMM)

BMM is the user (vehicle owner) app for booking MOT slots. BMM and GP are interconnected to maintain real-time data sharing regarding availability of MOT slots. It also educates users about MOT tests allows them to check for the date when MOT is due using the VOSA API which pulls this information using postal codes. BMM allows users to:

- Search for highly recommended garages in their vicinity
- View available slots, services, offers, discounts and charges
- Book slots
- Make secure payments
- Besides MOT 7 & MOT 4 tests, there are 3 tiers of Service (Interim, Full & Major)

GARAGE PLATFORM (GP)

GP is the service provider (garage) app for MOT and maintenance. GP helps garages keep pace with the rapidly evolving automotive industry where technological advances outpace adoption and learning curve of service providers. The benefits GP provides are as follows:

- Significant digital presence for garages
- Manage and confirm bookings/cancellations
- Market their products and services
- Social media for garages to interact & collaborate
- Portal for information sharing, keeping up with modern auto maintenance trends
- Engineers & mechanics can share ideas to solve auto diagnostic issues