Nature of the Customer/Client:-

Our customer for this project are the organizers of the Tedx event at NIIT University. The main organizer of the event is Akshaye Khanna and the co-organizer is Deepak Atreja. The professor who is the coordinator for the event for the university is Mr. Arghya Guchhait.

The main requirement from the customer was to provide a website through which they could publicize the event as well as allow the interested parties in buying the ticket for the event. There were other requirements also that became a part of the project.

We contacted them from time to time to find if any of the requirements have changed, and if they were, we would incorporate their demands, if feasible into our project. This helped us in avoiding a situation where we completed the whole project and in the end we were told that the requirements have changed, and therefore we would have to modify the project with very less time available for development.

The customer showed a lot of interest in the proper development of the website and regularly gave feedbacks so the development of the website was in accordance with the requirements. They also were very responsive to all the communications we sent to them and they always tried their best so as to have the best available website for the event.

Both the organizers and the faculty in charge were very polite in nature and didn’t lose their temper at small things. If they required something, they would try their best to convey their message to us and this really gave us a peace of mind. The organizers also were very thorough with the technical terms and slangs which made our job as well as their job easy as we could have a proper technical discussion with them, if required. Their willingness to get the work done also kept us enthusiastic in delivering the product in timely manner.

The client were also very easy-going and regularly appraised our work. They did not hesitate to show the appreciation, whenever they liked something about the website. They were also particularly happy about the blog as like many other websites, it didn’t require much time to load the pages. Also the transition between the pages was very smooth and like before they showed their appreciation on the proper work done.

When we asked them to give a feedback for our project, they readily agreed and gave a proper video recorded feedback. In the feedback when we asked the head organizer to summarize the website in a word, he used the word “Meticulous”, because according to him the website showed great attention to detail, it was also very carefully made and the functions were precisely what they wanted. When the co-organizer was asked to summarize the website, he used the term “Perfect and Well Delivered”, because we delivered the website very much in time as well as the website was very much what they required in the first place.

<https://www.ted.com/tedx/events/24360> (Tedx official site showing the organizers)