

To give you some information in advance, before we have our interview, I will give you the following data: Our department consists of 120 employees. At our department, our employees write new applications, ordered by our customers, or they maintain existing applications. We make lots of use of the R&D department, which frequently comes up with new ideas and tools.

New orders are always received through the Sales Department. Orders for maintenance in existing applications are normally received directly through the customer. If those activities do not fall under the “maintenance contract”, then we will consult the account manager. One of our problems is that we are not kept up-to-date concerning the finalization of a “maintenance contract”, for instance due to default of payment. This is either not told to us at all, or too late.

We use the spreadsheet-program EXCEL to maintain customer-data. This file is kept on our own server to assure that all our employees can access it. Besides that, we also use Microsoft WORD and ACCESS. If we are linked to other departments, I think that our customer’s file should be the basis for other departments, since we are constantly in contact with our customers and thus are always up-to-date concerning changes in address or contact persons. The following data is recorded by us:

Company name
Address
Postcode (Zip code)
Residence
Contact persons
Telephone number
Fax number
e-mail
Maintenance contract Y/N
Open projects
Applications
Hardware
Software
Appointments
Internal contact person

Yours sincerely,

H. van der Hoek