FOM Hochschule für Oekonomie & Management

university location Nürnberg

Projektarbeit

in the study course Wirtschaftsinformatik

im Rahmen der Lehrveranstaltung
Preparatory Seminar for the Bachelor Thesis

on the subject

Design and Development of a Prototype for a Real-Time Contact Management System in a Dynamic Corporate Structure

by

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1 Introduction

In an age in which agile working and frequent reorganizations are on the rise in large companies, it gets increasingly complicated for teams to stay structured and organized. Those challenges can be tackled with a great internal infrastructure and company fitted tools. The following thesis will focus on the conception and development of a tool that will help different teams to find and contact the right people in the company for their specific needs.

A company's internal structure can be very complex and hard to understand for a lot of employees. Companies often have a lot of different departments and teams, which can be hard to keep track of. A contact management tool helps in a variety of different ways. Firstly it helps to increase efficiency by making it quick and easy to find the right contacts for a specific task. Furthermore the tool solution is customizable. It will be developed in a way to be less susceptible to changes or reorganizations, Finally, the tool will act as a catalyst for cooperation and communication between different teams.

The following sections will provide a detailed overview of the project goals, technologies as well as methodologies that will be used in the course of the project.

2 Problem Statement

Despite a high level of digitization and automation in the business world, there are still great challenges to overcome. For many of those challenges, custom software solutions can be developed to solve those problems. One of those fields, that can still be optimized is the search for suitable contacts within a company. In day-to-day business, it is almost daily necessary to work together with colleagues from other departments or teams to tackle a variety of problems. Right now, most of the time a handful of colleagues have to be asked via chat or email to find the right contact. Although tools like Microsoft Teams, Jira or Slack offer the possibility to search for colleagues, they are not specialized in finding colleagues based on a specific topic or problem. This is where this project tries to offer a solution.

3 Research interest

The findings of this paper will show the impact of an optimized knowledge transfer. Time savings, efficiency gains and the impact on synergy effects will be presented in the course of the project. In addition, the prototype that will be developed in course of this project can be used as a template or basis for companies that want to develop a similar contact management tool and contact database. When focusing on the scientific aspect of this work, it will show the impact of optimization in this area, and findings can also be used in related fields, possibly even creating new perspectives in some areas.

4 State of Research

5 Objectives and Research Question

6 Methodology and Research Methods

7 Preliminary Work

8 Draft Outline

9 Schedule

10 Kritischer Ausblick und Fazit

Declaration in lieu of oath

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