

## **Appendix-1**

### **Interview with Client**

#### **First Meeting:**

**19<sup>th</sup> March 2019**

**Me:** Hello, Mr. Garg

**Mr. Garg:** Hello, Sambhav

**Me:** Could you tell me about your work at your firm Satya International

**Mr. Garg:** Well, I handle all of the main work at the firm is to take orders from our clients and sell them wire mesh. I handle all the incoming shipments through a software and make bills for the items I have sold. I also try to increase the number of customers.

**Me:** Well, How do handle orders and customers?

**Mr. Garg:** I have a diary for it but its very time consuming and sometimes it takes time to track orders since it is not organised.

**Me:** What about incoming shipments and the billing software? Do they save the bills after you are done?

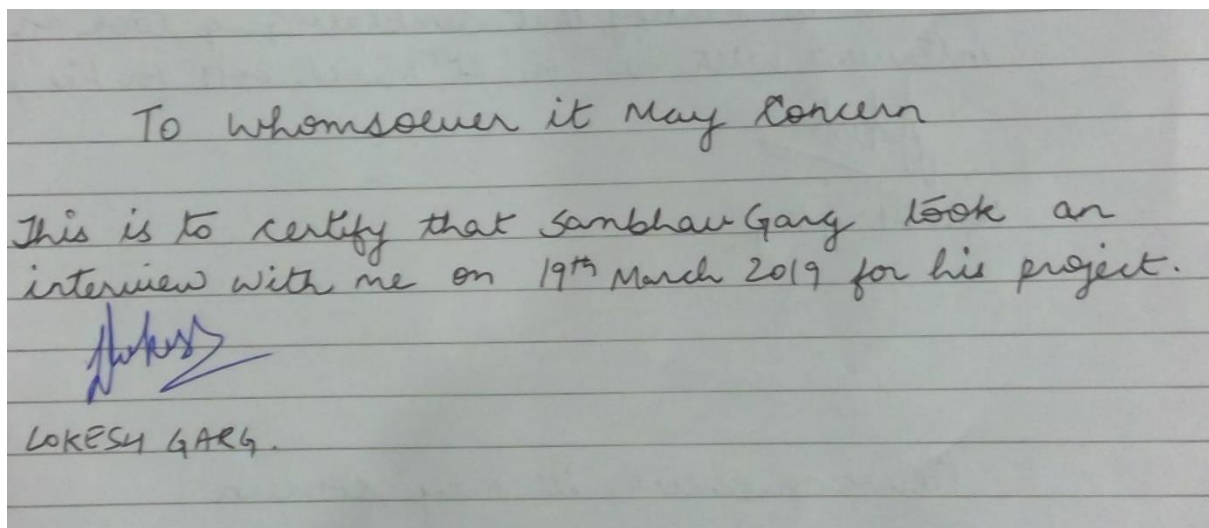
**Mr. Garg:** The software I use for shipments does all the work I need but the billing software is not efficient, I have to do the calculations myself and it does not save bills for long periods so I have to print them out and keep them in Files

**Me:** Have you considered a software that could keep track of your products, customers and save bills which could do calculations also?

**Mr. Garg:** Yes, I have tried a couple of them but they were not completely personalised to my needs

**Me:** I can design a software that will be personalised to your needs and perform all the above functions

**Mr. Garg:** That will be great!



To Whomsoever it May Concern

This is to certify that Sanbhav Garg took an interview with me on 19<sup>th</sup> March 2019 for his project.

*[Signature]*

LOKESH GARG.