

Transcript of the first interview with Anuj Kaistha

Date of interview: 28 October 2019

Me: Good evening Mr. Kaistha. Could you please describe how your business works?

Mr. Kaistha: Our organisation is into construction of buildings in and around the national capital region. We undertake turnkey projects wherein our team of engineers and technicians handle the entire civil, electrical, plumbing, and air conditioning works. Our teams are managed from the head office which houses the planning section, purchase section, and the accounts section. Having a small staff of about 12 employees in the head office, we are facing several problems.

Me: I understand that one of the problems arises in handling the office expense. Could you please elaborate on this problem?

Mr. Kaistha: Yes, of course. We are not able to monitor the total office expenses accurately. Without being able to accurately monitor the expenses, we are having trouble containing these expenses. We would like to record the expenses which may be subdivided into heads as electricity, project, telephone, internet, and order expenses for us to keep a check on these.

Me: Do you currently track all of your expenses manually?

Mr. Kaistha: Not completely. The office expenses are currently manually noted down and calculated with the help of software, such as excel spreadsheets and google forms. We have a few employees who keep a record of the relevant information for various office cost with the help of software. The total expense is calculated using this information manually. However, this wastes time and increases the workload of employees. Furthermore, employees miss out on information or duplicate some expenses, and this leads to incorrect information about the office costs. We require a record of these expenses to make provisions in our future cashflow.

Me: Have you tried to make use of more database management systems to solve this problem?

Mr. Kaistha: Yes, I have tried to appoint employees to make use of MS access for calculating and handling all the office expenses, however, most of the employees were not able to effectively use the software as it was too complex and unintuitive. Thus, after some time it became hard to use. I was hoping to make use of a software with an easy to understand user interface. It would be ideal if it could store and calculate data easily with just the click of a button.

Me: I can create an easy to use interface linked to the database. Would that be fine?

Mr. Kaistha: Yes. I just want the software to be easy to understand and use. It would be preferable if the employees could use it and navigate through it without any guidance since they have had trouble with using complex systems before.

Me: Thank you for your time. I will contact you once I have decided in an appropriate solution to these problems