

After completion of my college studies on June 21, 2015, I started applying for many jobs. I started applying for a lot of jobs online. After a lot of negative and no responses, I was finally called for an interview and got selected just after two months of my graduation period. I was very enthusiastic to start my job and kick start my career as the software developer I always wanted to be. The company that hired me was one of the reputable software company called “**MEDINYX**” .The most famous products of the organization are travel insurance software, travel insurance system, health insurance sales software, case management system and roadside rescue software. Let me discuss some important overview of these products:

Travel insurance management system:

It enables a nationwide solution in order to execute schemes through travel insurance software. With expertise in executing the bank-assurance scheme, interlinked with the multi-channel distributor that contain members and others scheme management. In this way, this company is providing comprehensive solutions for travel insurance companies (Kerr, G., & Kelly, L 2018).

Travel insurance software has become a useful tool in running the complete insurance management system: it ensures that all your data and relevant information is available at a single place, accessible to the administrative department (Craciun, C, 2016).

Health insurance sales software:

In the modern insurance industry, online requests for quotes are simultaneously sold to multiple agencies. Like-wise agents who connect with the leads grab the day. It enables to personalize your marketing by applying various tools to connect with the leads like voicemail, email and SMS / texting to make sure you are selling your product just at the right time when the prospects want to buy it (Coile Jr, R. C, 2000).

Case management system:

In this modern age majority of customers use the internet and social media as means to convey their problems and ask for answers. Because of this most companies now have started their customer service representation channels online where the customer service staff handles complains and questions online. Because social media is a huge platform with a huge number of customers using it, it becomes hard for the representative to respond satisfactorily and timely thus the case management system arose. (Greene, R. R, 2017).

This system helps in maintaining and managing the record of different customer interaction across social media and other digital channels such as email and contact forms. Most of these platforms are cloud based.

Roadside rescue software:

Comprehensive roadside assistance, that can provide reliable assistance to the distressed personal through GPS and mapping technology after tracking the exact location (Karami S, 2016). This software provides assistance when the following

inconvenience happened: Break down, personal safety, road service operation, roadside adjustments, and emergency lock out service.

The Company had a clear objective of problem solving as their first priority but they had a fully committed vision for making new innovations in technology and making futuristic trends in the field of technology and software developing.

This company was founded in 2001 by the services of Mr. Sachdev who was an IT engineer, currently retired now, however, this position had been occupied by his son Abhijeet who is a medical doctor by profession, since 2009. He has appointed a manager who runs the company but has no sovereign power to take decisions of his own. The company dynamic is that the Ceo will make the decisions and the manager shall make sure those are implemented in proper ways.

So, one day we got a request proposal from a client “An insurance company” which was one of the emerging ones in town. The company finally wanted to computerize its systems and have software’s made for them so that their internal systems, tasks, activities can be monitored and have a proper record and progress kept. The client wanted to stay connected with the futuristic technologies and so they decided to include a new technology in their system, the ERP which centralized data base and upgraded features that would allow the company to manage their work faster and easier. This would help them in retaining old customers and also attracting new ones. According to these needs and demands of the client a multi channel contact center solution was required which would include receiving and organizing service requests, put an alert on pending work and payroll system to handle payment, send automated responses to their customers and moreover according to they added that their new system should be able to operate in every browser as their previous system only operated in windows explorer. These requirements were the real challenge for us so we had to work hard for that to get the thing done under the given time schedule.

According to the given requirements by the client, the project manager made a proposal which was accepted. We were almost given a working time if 5 months to develop such a system. This was a real challenge for me and the teams as the requirements were pretty hard to meet in such a short period of time while also completing the relevant testing so that there are no glitches in the system once it’s made. Hard and efficient work was required. I had just joined 3 months before we got this task so this was my first big assignment, and my first opportunity to enhance my skills and test to prove my skills and utility. Stakeholders that are associated with this project are MEDINYX, insurance company and the users who will use the product which will be developed by the company.

TIMELINE:

The overall project duration was 16 weeks and during all these 16 weeks our team went through a lot of phases before completing the product. After the client initially told us what they wanted, there were several other meetings that were conducted after our company accepted the task to get a clearer, detailed and in depth needs and requirement of what the client actually needed from us. Management, employees, governing body members, all would take part in these meetings. Our objective was to integrate a new technology of ERP which would have a centralized data base system and the ability to run efficiently on all browsers. In the designing phase, we first designed prototypes and tested them thoroughly and then presented them to the client as a sample. After the client approved the design, then the development team started the actual work on the system. This phase took almost 5 weeks to make and complete the software. After the software was completed, we tested it thoroughly, a team of engineers would constantly run it and test it making sure that every requirement and need if client was being met by the software.

At the start of the project there were 4 software developers working in the company and as the project had to be delivered in 4 months, management decided to add 3 freelance workers to make the task easier and to complete the work in a given time domain so our company add more members in our group to speed up the work process. My contribution to this mega project was to design the user interface (UI/UX). Initially, I designed the main page and some custom features and later designed the internal user interaction design of this software.

What Went Wrong!

Like everything in life and professional life, nothing goes smooth. In our task in the start there were initially hiccups, road blocks and things that went wrong. For example during our initial meetings with the client, the requirements that they wanted were not being communicated clearly or maybe not being understood on our part. Several meetings and follow ups were required to actually get a clear precise idea of what the client needed from us. This took up a lot of time to actually start the work on the project.

As the work that was needed to be done was a lot and extensive and lengthy so we had to hire three freelancers from outside of our company to help us in speeding up the work so that it could be completed in given time. Since the freelancers were outsiders, it took another three to four days in making them understand and conveying to them properly the requirements of the project and how the work needed to be done. After the system was made, client satisfaction is the most important so it took quite some time to actually satisfy our client and a couple if changes were made in the interface according to the client's satisfaction.

What Went Well

After the initial hindrances the project went on smoothly and nothing went wrong as we as a team had done our home work in all the required fields before embarking on this task. We had done proper risk management to overcome any sort of problem we might be faced with in the developing process. Worst case scenarios were presented and solutions already given on how to counter them. A proper plan was made and plan to follow it smoothly was made too. This did cost us a couple of days but because of this proper planning we managed to complete the task in time. All my team members including me had taken up this project as a challenge and we all were highly motivated to complete this project as required and in time.

CONCLUSION:

From this experience I learned a lot and it boosted my professional career, so the person I was before this project and the person I am now after this project there is a complete transformation which I can see in myself. As I was involved in this project from the start I experienced how professional work was done. How to talk to your client, the things you have to take care of, how to negotiate with the client when extra work is added. All these things that I saw and learned can only be learned in a professional working environment and can't be taught in class rooms or lectures. If you are a service provider the main goal is to satisfy your customer no matter how much they are paying you for it. If some extra effort is required to satisfy the client, you have to do it while not thinking about benefiting yourself, if you want to grow and want to create life changing impact on your client; you have to think like customer, because if there is a customer, there is a value for your services. If you satisfy your client even it takes more effort more money but you will not imagine how long your success would last. as I mentioned earlier our company's major goal is to satisfy the customer, which resulted in gaining the trust of the client.

Writer

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