

Transcribed and summarised notes of interview with Nicole Martin

Date: 27 July 2010

Describe your business

A small French language school in Melbourne, Australia. My customers are very varied and include school students seeking help with their studies, business people with contacts in France and travellers wishing to learn basic French.

What problem(s) does your business face?

The main problem I have is keeping a record of all of my DVDs that I use, both for teaching, but also for renting out. As the collection has grown my system has become impossible to manage easily. There are simply too many DVDs to use the original recording system as I spend up 1 hour every night updating my records so that I have some idea of exactly how many DVDs I have, how many are rented out, and to whom.

How do you know which DVD is which?

I give each DVD a number, 1 for the first and 123 for the latest. I have tried to put them in alphabetical order, but it gets disorganised very quickly, so I gave up and put them in numerical order. It does make searching for DVDs very slow, even with a ready reckoner of number and title I have made in Word.

What ideas are you thinking about using to solve the problem?

I do not really have any real idea beyond a computerised system that saves me time, effort and frustration.

Are there any requirements for the product, for example, which types of software do you have, what expertise do you have in them?

I am not very good with computers, I can turn it on, do some word processing and answer e-mails, so whatever is produced has to be simple so that all I have to do is click the mouse and the computer will do the rest.

I have word, so I presume that will be sufficient.

[I realise I will need to have a look at Nicole's computer, so he looks through the software loaded]

Can you use Access?

No, I have never used it. Is it simple?

If I create a product where you only have to click the button to see your records, is that what you want?

Yes, most definitely plus a guide how to use it.