

REPORT ON THREE-DAYS INDUSTRIAL EXPOSURE AT HYLAND SOFTWARE



Academic session 2023-2024

Department of

CSE, CSE (AI & ML), CSE (CS), CSE (DS), IT AND ECE

Haldia Institute of Technology

ACKNOWLEDGEMENT

Hyland Software is a renowned global leader in providing innovative content services solutions. With a strong presence in Kolkata, India, Hyland Software is dedicated to empowering organizations to manage their content, processes, and cases more effectively. Through its cutting-edge technology and commitment to excellence, Hyland Software has established itself as a trusted partner for businesses across various industries worldwide.

We would like to express our sincere gratitude to Hyland Software Kolkata for providing us with an invaluable opportunity to gain industrial exposure. The experience we gained during our time with your esteemed organization has been immensely enriching and has contributed significantly to our professional growth.

First and foremost, we extend our heartfelt thanks to the entire team at Hyland Software Kolkata for their warm welcome and continuous support throughout my tenure. Their guidance, expertise, and willingness to share knowledge have been instrumental in enhancing our understanding of various aspects of the industry.

Furthermore, we would like to extend our appreciation to the management team for creating an environment conducive to learning and innovation. The organizational culture at Hyland Software Kolkata fosters collaboration, creativity, and excellence, making it an inspiring place to work.

We also wish to acknowledge the opportunities we had to engage with different teams and departments within the organization. These interactions allowed us to gain insights into diverse areas of the business and to appreciate the interconnectedness of various functions.

Lastly, we want to thank Hyland Software Kolkata for their commitment to corporate social responsibility and community engagement. Witnessing the company's efforts to make a positive impact beyond the business realm has been truly inspiring and has instilled in us a sense of responsibility towards society.

In conclusion, we are deeply grateful to Hyland Software Kolkata for the invaluable experience and learning opportunities provided to me. We are confident that the skills and knowledge acquired during the time with your organization will serve as a solid foundation for our future endeavours.

Thank you once again for the privilege of being part of the Hyland Software Kolkata family.

CERTIFICATION

This is certified that, we, Arundhoti Chatterjee(CSE), Arijit Dutta(ECE), Romit Acharya(IT), Souvik Halder(CSE-DS), Smriti Chatterjee(CSE-CS) and Arka Banerjee(CSE-AI & ML) are students of Haldia Institute of Technology, Haldia, Purba Medinipur, West Bengal, PIN: 725617, have gone for a three-day industrial exposure at Hyland Software, DLF IT Park I, Newtown from 6th to 8th May 2024 as a part of industry-academia interaction and is true and fact according to best of our knowledge.

Date: 10th May 2024

Place: Haldia

Training and Placement Cell

Haldia Institute of Technology

PREFACE

A corporate visit was organized by the Training & Placement Cell, Haldia Institute of Technology, Haldia on 6th to 8th May 2024 at Hyland Software at Tower I, 7th Floor, DLF IT Park, 08, Major Arterial Road (South East Extension), S-E, Newtown, Kolkata, a team of 6 second year students from 6 different departments of Haldia Institute of Technology visited the company.

Members present in the visit were:

- Ms. Arundhoti Chatterjee, student of Computer Science Engineering
- Mr. Arijit Dutta, student of Electronics and Communication Engineering
- Mr. Romit Acharya, student of Information Technology
- Mr. Souvik Halder, student of Data Science
- Ms. Smriti Chatterjee, student of Cyber Security
- Mr. Arka Banerjee, student of Artificial Intelligence & Machine Learning



Figure 1: Arundhoti Chatterjee (CSE), Arijit Dutta (ECE), Romit Acharya (IT), Souvik Halder (CSE-DS), Smriti Chatterjee (CSE-CS) and Arka Banerjee (CSE-AI & ML)

PURPOSE OF THE VISIT

Hyland Software is a global leader in content services and enterprise information management, headquartered in Westlake, Ohio, USA. Renowned for its innovative solutions, the company helps businesses optimize their digital content for improved efficiency and productivity. Visiting Hyland Software as a student offers a valuable opportunity to gain industry exposure, insight into technology development, networking opportunities with professionals, learning experiences, and career exploration. It provides a firsthand look into the operations of a leading technology company, fostering inspiration and motivation for students pursuing careers in technology. The purpose of the visit of the students to the corporate office are as follows:

- **Industry Exposure and Insight:** Visiting Hyland Software allows students to gain firsthand exposure to the operations and culture of a leading technology company. They can observe how technology is developed, implemented, and supported in a real-world business setting, gaining valuable insights into industry best practices and trends.
- **Networking Opportunities:** Students have the chance to connect with professionals working at Hyland Software, including developers, engineers, project managers, and executives. Networking with industry experts can provide valuable contacts for future career opportunities, mentorship, and guidance.
- **Learning Opportunities:** Visiting Hyland Software may include educational sessions, workshops, or presentations on topics related to software development, content services, enterprise information management, and more. Students can learn about new technologies, methodologies, and tools used in the industry, expanding their knowledge and skill set.
- **Career Exploration:** For students interested in pursuing careers in technology or software development, visiting Hyland Software offers a firsthand look at potential career paths and job roles within the company. They can learn about different roles, responsibilities, and career progression opportunities, helping them make informed decisions about their future careers.
- **Inspiration and Motivation:** Interacting with professionals working at Hyland Software can be inspiring and motivating for students, showing them what is possible with hard work, dedication, and passion for technology. Hearing success stories, seeing innovative projects, and experiencing the vibrant company culture can ignite students' enthusiasm for their chosen field of study and future career aspirations.

OVERVIEW OF THE ORGANIZATION

Hyland Software is a prominent player in the content services and enterprise information management industry, known for its innovative solutions and customer-centric approach.

Company Background: Established in 1991, Hyland Software has grown from a small startup to a global leader in its field. Its headquarters are located in Westlake, Ohio, USA. Over the years, the company has expanded its presence worldwide, with offices in multiple countries, serving thousands of customers across various industries.

Mission and Values: Hyland Software is driven by a mission to empower organizations to manage their content more efficiently and effectively. The company values innovation, integrity, collaboration, and customer success. These values guide its actions and decisions, shaping its organizational culture and driving its commitment to excellence.

Product Portfolio: Hyland Software offers a comprehensive suite of content services and enterprise information management solutions designed to address the diverse needs of its clients. Its flagship product, OnBase, is a leading enterprise content management platform that enables organizations to capture, manage, and leverage their critical business information. In addition to OnBase, Hyland offers a range of complementary solutions, including document management, workflow automation, records management, and more.

Industry Focus: Hyland Software serves organizations across a wide range of industries, including healthcare, financial services, government, higher education, insurance, and manufacturing, among others. Its solutions are tailored to meet the specific requirements and regulatory compliance standards of each industry, helping clients achieve their business objectives and stay ahead of the competition.

Customer Success: At Hyland Software, customer success is a top priority. The company is dedicated to building strong, long-lasting relationships with its clients, understanding their unique needs, and delivering solutions that drive tangible business value. Hyland's customer success team provides ongoing support, training, and resources to ensure that clients maximize the return on their investment in Hyland's solutions.

Innovation and Research: Hyland Software is committed to continuous innovation and research, staying at the forefront of technology trends and advancements in content services and enterprise information management. The company invests heavily in research and development to enhance its products, incorporate new technologies, and address emerging challenges faced by its clients.

Corporate Social Responsibility: Hyland Software is actively engaged in corporate social responsibility initiatives, both locally and globally. The company supports charitable organizations, environmental sustainability efforts, and community development projects, demonstrating its commitment to making a positive impact beyond business operations.

Conclusion: In summary, Hyland Software is a dynamic and innovative organization that is dedicated to helping organizations manage their content and information more efficiently. With a focus on customer success, innovation, and corporate social responsibility, Hyland is well-positioned to continue its leadership in the content services and enterprise information management industry.

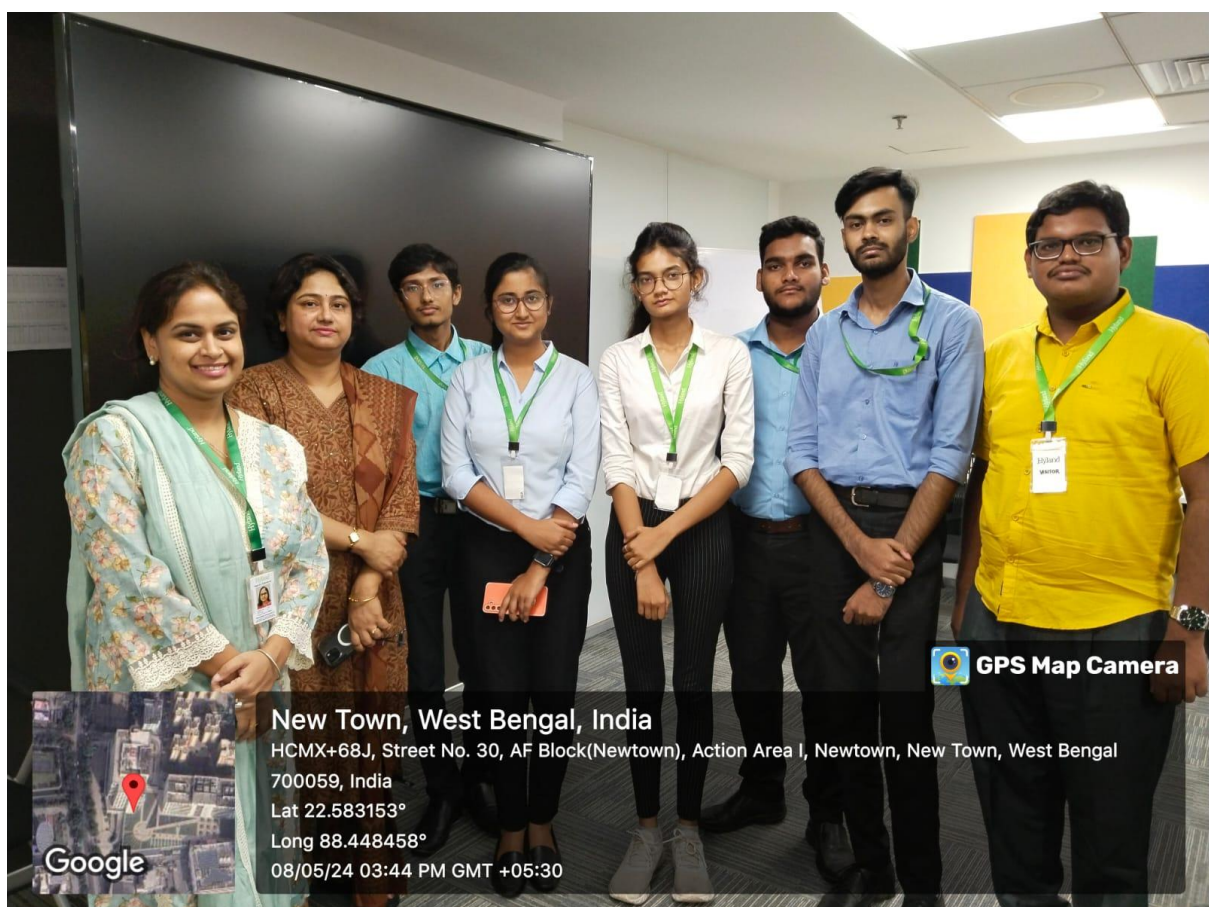


Figure 2: Angsuka Chakraborty (Recruiting Team Lead), Rupa Ganguly (APAC Director, Operations) along with students of Haldia Institute of Technology

OVERVIEW OF THE VISIT

The main purpose of this 3 days Industry Exposure Program was solely to bridge the gap between theoretical learning and practical exposure. So, the schedule was formed to give us ample amount of time to dissolve ourselves in a company's day to day work culture by giving us-the students a first-hand exposure to identify the inputs and outputs of different business operations and processes performed at the workplace. Each day started at 12 pm and ended at 4 pm with a 45 minutes lunch break in between.

The first day comprised of 4 consecutive sessions.

- A HR Session where the Recruiting Team Lead Ms. Angsuka Chakraborty, Sr. Talent Acquisition Partner of the company introduced the company's working procedure, gave us a brief information about the various functionalities of the company and also vividly narrated the aim and schedule of this industry exposure program.
- The next part, starting from 12:30 pm was an Ice-Breaking Session held by Mr. Kaushik Natua. It mainly consisted of two parts- one to introduce ourselves and another to describe the various aspects of the company's products, facilities and work culture. This session also held a small test to check our IQ levels.
- The very next part of the first day was the Introduction with Tech-Outreach Committee. It mainly held self-introductory session a small game of building a story.
- The first day ended with an office tour guided by Mr. Neelabhra Bhattacharya.

The next day was the most hectic and yet the most zestful day of the entire program.

- It started with a session to introduce the Life of an Engineer by getting an insight into the life of a Developer/Tester. The students coming from different institutes were again divided into 4 groups of 5 and were given the chance to meet the different teams of the company. It was a great opportunity to dive in a discussion with the working professionals, to hear the organization life from their point of view as well as to clear doubts get advice for increasing our skillset.
- The next part was a Meeting with the Agile Team – Mr. Soumyo Sikder and Mr. Subrata Roychowdhury. They explained the need of a company to be “**Agile**”. The importance of Agile Manifesto – the various concepts to fulfil the customer's choice as well as to minimize the waste was briefly explained. The concept of Lean Model and the overlapping of the above two i.e. the Kanban Concept was also introduced. The whole theoretical part was made more understandable by a short competition between the different groups.

The third day and hence the last day was really the most engaging one.

- Starting from 12 pm, the Panel Discussion was one of the most awaited parts of this program, where we got a chance to meet each and every position of the software development process- like a Manager, a Software Architect, a Developer, a Tester and a Product Owner. It was really an exceptional involvement to ask about the recruitment eligibility including the company's demands in a fresher and the needs of the various roles in the company.
- The next session after the lunch break- was a coding challenge held in a platform - **HackerRank**- where we got a chance to showcase our coding proficiency and compete with each other in a given time limit.
- The last but not the least session was a HR session lead by Angsuka Chakraborty (Recruiting Team Lead) and Rupa Ganguly (APAC Director, Operations). Here we got a chance to ask questions that are in our mind and express our gratitude to the company for gifting us such an opportunity. We also looked back in the 3-days journey to feel the importance of flexibility, attitude, team work to become a good professional in the nearby future.

CONCLUSION

Thanks to Hyland Software Solutions India LLP. for the opportunity of the Industrial Exposure program of 3 days for the B.Tech 2nd year students of Haldia Institute of Technology and other colleges helps us to understand the relevance and practical implications of academic concepts in industrial scenarios. Throughout It was a 3 days program.

Highlights:

- 1) we came to know that where we will be in upcoming days.
- 2) work in organised manner can save one's time and lots of wastage in the way to the goal.
- 3) Team work is an important part of our life.
- 4) Managing time and maintain the work life balance is a crucial part.
- 5) We should learn from our mistakes.

In reflecting upon our industrial visit to Hyland Software Kolkata, it becomes evident that the experience has been profoundly enriching and enlightening from a student's standpoint.

From the moment we stepped into the premises, we were enveloped in an atmosphere pulsating with innovation and expertise, setting the tone for an immersive learning journey.

One of the most striking aspects of the visit was the opportunity to witness firsthand the practical application of the theoretical concepts we've diligently studied in our academic curriculum. Seeing how those abstract ideas seamlessly translate into tangible solutions within Hyland's operations was not only intellectually stimulating but also deeply gratifying. It underscored the relevance and importance of our academic pursuits in the real-world context of software development.

Furthermore, the exposure to Hyland's cutting-edge technologies and methodologies left an indelible impression on us. From agile development practices to advanced machine learning algorithms, we were exposed to a myriad of tools and techniques that are shaping the landscape of modern software engineering. The hands-on demonstrations and interactive sessions provided invaluable insights into the latest trends and best practices in the industry, equipping us with a competitive edge as aspiring professionals.

Perhaps one of the most rewarding aspects of the visit was the opportunity to engage with the talented professionals who drive Hyland's success. Interacting with software engineers, project managers, and other stakeholders gave us a glimpse into the collaborative spirit and innovative mindset that permeate the company culture. Their willingness to share their experiences, challenges, and triumphs provided us with invaluable mentorship and guidance, inspiring us to aspire for excellence in our own careers.

Moreover, the visit offered more than just academic and professional insights; it also fostered meaningful connections and networking opportunities. Engaging in discussions with industry veterans, exchanging ideas with fellow students, and building relationships with Hyland employees opened doors to potential collaborations and future opportunities. These connections, forged during the visit, have the potential to be instrumental in our personal and professional growth journey.

In conclusion, the industrial visit to Hyland Software Kolkata has been a transformative experience that has enriched our understanding of software development and inspired us to reach new heights in our academic and professional pursuits. From gaining practical insights into industry practices to forging meaningful connections with industry professionals, the visit has left an indelible mark on us. As we depart from Hyland, we do so with a renewed sense of purpose, armed with knowledge, inspiration, and a network of support that will undoubtedly propel us towards success in the dynamic world of software engineering. We are immensely grateful for the opportunity and eagerly anticipate the opportunity to apply what we've learned in our future endeavours.

REFERENCES

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