

**"A STUDY ON CLIENT SATISFACTION OF REMOTE SURVEILLANCE DEVICES  
AT SIEMENS, CHENNAI"**

Submitted By

**Ms. KAVYA.S**

**USN: 4LV17MBA15**

Submitted to



**VISVESVARAYA TECHNOLOGY UNIVERSITY, BELGAUM**

In partial fulfillment of the requirements for the award of the degree of

**MASTER OF BUSINESS ADMINISTRATION**

Under the guidance of

**INTERNAL GUIDE**

**Prof. Reema Frank**

**Assistant Professor**

**Department of MBA**

**AIET, Mijar**

**EXTERNAL GUIDE**

**Muthamil Tamlarasan**

**Project Manager**

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**DEPARTMENT OF BUSINESS ADMINISTRATION**

**ALVA'S INSTITUTE OF ENGINEERING AND TECHNOLOGY**

**APRIL -2019**

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Our reference	SUA-HRC-48
Date	15.02.2019

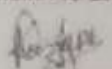
## TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Ms. Kavya S** from **Ava's Institute of Engineering and Technology, Mangalore** has undertaken her Internship in our Chennai office. The duration of her project work was from **03.01.2019 to 16.02.2019**.

Her work & conduct during the project work was good.

We wish her all the best for a bright and prosperous career.

Yours faithfully,  
SIEMENS LTD



**Senthil Kumar MS**  
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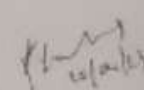
Date: 10<sup>th</sup> April 2019


## Certificate

This is to certify that **Ms. KAVYA S** bearing USN 4LV17MBA15 is a bonafide student of Master of Business Administration course of the Institute (2017-19) affiliated to Visvesvaraya Technological University, Belagavi.

The project report on "A STUDY ON CLIENT SATISFACTION ON REMOTE SURVEILLANCE DEVICES AT SIEMENS, CHENNAI" is prepared by her under the guidance of **Prof. Reema Frank**, Assistant Professor, Department of Business Administration, in partial fulfillment of the requirements for the award of the degree of Master of Business Administration of Visvesvaraya Technological University, Belagavi, Karnataka.

  
**Prof. Reema Frank**  
Internal Guide

  
**Dr. R. Wranton Perez**  
HOD, MBA

  
**Dr. Peter Fernandes**  
Principal

## EXECUTIVE SUMMARY

The examination on the Remote Surveillance Devices includes learning the procedure of the establishment and fixes. Security framework can include video, sound and sensor and recognizable proof segments our framework and segments are intended to cooperate all the more seriously to speak with one another to give more elevated amounts of wellbeing and security in the building.

Security is never again observed as extravagance but instead an inside piece of the organization system. Rather than purchasing answers for an individual issue, an ever increasing number of clients are deciding on across the board bundle that produces a genuine degree of profitability. This incorporates thorough security arrangements and administrations.

## CHAPTER 1

### INTRODUCTION