



MARUDHAR KESARI JAIN COLLEGE FOR WOMEN (AUTONOMOUS)

📍 VANIYAMBADI, TIRUPATTUR DT - 635 751

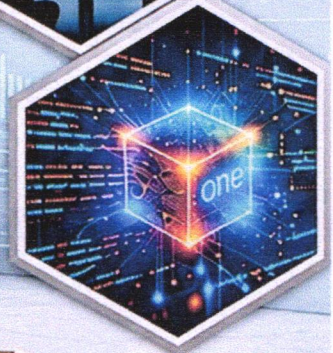
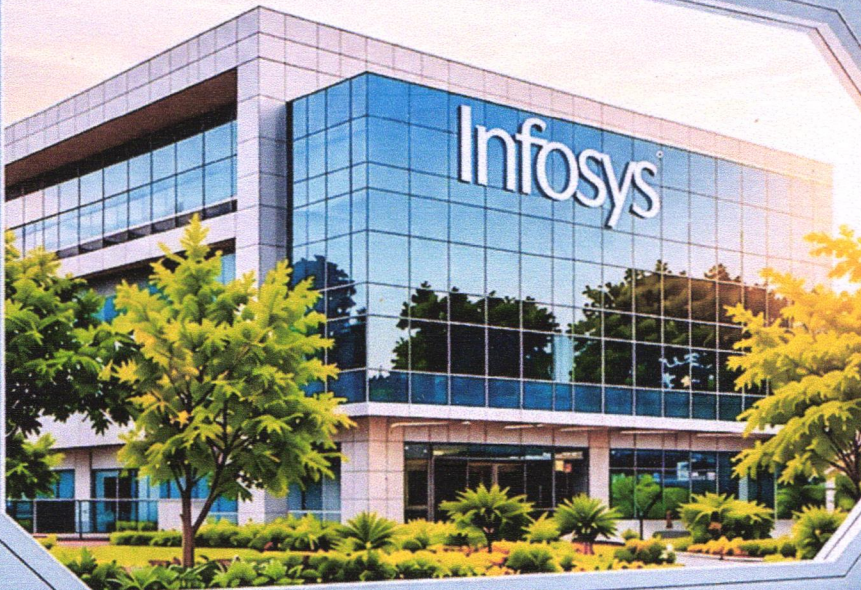
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- ✓ Supported by DST - FIST | DBT STAR College Scheme



DEPARTMENT OF DATA SCIENCE

INDUSTRIAL VISIT

📍 **Infosys, Bengaluru**



Date :

26.09.2026

PR
Marudhar Kesari Jain College
for Women (Autonomous)
Vaniyambadi - 635 751
Tirupattur District

Sri. V. Dilip Kumar Jain
President

Sri. Anand Singhvi
Secretary

Dr. M. Inbavalli
Principal

Dr. K. Priya
Dean of SOCS

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DEPARTMENT OF DATA SCIENCE



Activity Report

The Department of Data Science, organized an Industrial Visit under the **Student Connect Program** on **26.09.2026**. The visit was organized by the **School of Computing Science** and conducted at **Infosys BPM Limited, Bangalore**. A total of **47 students from II year Data science students** participated in the industrial visit. The program provided students with an opportunity to gain practical exposure to the corporate work environment, understand industry practices, and connect their academic learning with real-world applications.

Objectives of the Industrial Visit to Infosys

- To provide students with awareness and practical exposure to the working environment of an IT and BPM organization.
- To understand the basic customer support processes followed in a professional organization.
- To understand the role of Artificial Intelligence (AI) in customer support and business processes.
- To learn how AI tools and human employees work together in handling business and customer-related activities.
- To understand the importance of communication, problem-solving, and customer-handling skills in the workplace.
- To interact with industry professionals and gain practical insights into industry expectations and workplace practices.
- To help students relate their academic knowledge with real-time industry applications and understand the skills required for their future careers.

Methodology

The Industrial Visit to Infosys was organized to provide students with practical exposure to real-time industry practices. **A total of 47 students accompanied by 2 faculty members** participated in the visit. During the visit, an interactive session was conducted by **Mr. Sarov, Senior BPM Lead**, for nearly two and a half hours (**9:30 Am to 12 Pm**). The session focused on understanding the practical aspects of customer support, Business Process Management (BPM), Artificial Intelligence, and the collaboration between humans and AI in the workplace. The session followed an interactive learning approach, where students were introduced to real-time customer support processes and the role of technology in improving service efficiency. The speaker explained how AI can support organizations in handling repetitive tasks, analysing customer interactions, providing assistance, and improving response time. The importance of human involvement in AI-supported processes was also discussed. Students learned how skills such as communication, critical thinking, problem-solving, empathy, decision-making, teamwork, and adaptability continue to play an important role even with the increasing use of AI technologies.

Campus Tour: We had a brief campus tour at Infosys and got an opportunity to see the professional work environment and facilities. It was a good experience for us to observe the workplace atmosphere and understand how an IT organization functions.

Output

The Industrial Visit to Infosys gave students a practical understanding of how an IT and BPM organization functions in a professional environment.

The interaction with **Mr. Sarov, Senior BPM Lead**, helped students understand the actual working of customer support and the use of technology in day-to-day business processes.

Total participants – 47 students & faculties – 2

- Students gained **practical exposure to the IT and BPM industry environment** through the industrial visit.
- Students understood the **basic customer support processes and BPM practices** followed in an organization.
- Students gained awareness of the **role of Artificial Intelligence in customer support and business operations**.
- Students understood how **AI tools and human employees collaborate** to improve business processes and service efficiency.
- Students gained practical knowledge about the importance of **communication, problem-solving, teamwork, empathy, and adaptability** in the workplace.
- Students observed the **professional work environment and facilities** through the campus tour.
- Students interacted with an **industry professional** and gained insights into workplace practices and industry expectations.

This training program contributes to **SDG 4 – Quality Education, SDG 8 – Decent Work and Economic Growth, SDG 9 – Industry, Innovation and Infrastructure, SDG 17 – Partnerships for the Goals**.

Outcome

- Students were able to **relate their academic knowledge with real-time industry applications**.
- Students developed a better understanding of **industry requirements and workplace practices**.
- The visit enhanced students' awareness of **AI-enabled business processes and customer support systems**.
- Students gained clarity about the **skills required for their future careers** in the IT and BPM sectors.
- The industrial visit helped bridge the gap between **classroom learning and practical industry exposure**.
- Students gained a better understanding of the importance of **human skills along with technical knowledge** in an AI-driven workplace.


Head


Dean


IQAC Director


Principal
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Tirupattur District



MARUDHAR KESARI JAIN

College for Women (Autonomous), Vaniyambadi

33
Years
of Educational
Excellence...

Department of Data Science

Event Name : Industrial Visit
Topic : Student Connect Program
Date : 26.09.2026
Organized by : School of Computing Sciences
Venue : Infosys(BPM) Limited, Bangalore.



M. S. Prakash
Principal

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