

**INTERNSHIP AT
BOOTWAY INAAS PVT. LTD., JAIPUR**

Internship report submitted to



The IIHMR University, Jaipur

**For the partial fulfillment for the award of the degree of
Master of Business Administration (MBA) in
Hospital & Health Management**

By

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Internship Report

Introduction

This internship at BootWay INAAS Pvt. Ltd., conducted from March 10 to June 8, 2025, fulfilled part of my MBA in Hospital and Health Management at The IIHMR University, Jaipur. Focused on assessing indoor navigation needs in tertiary care hospitals, the internship involved a research project titled “Needs Assessment for Indoor Navigation: Quantitative Insights from Stakeholders in a Tertiary Care Facility.” It provided practical exposure to healthcare technology, stakeholder engagement, and research methodologies, bridging academic knowledge with real-world applications.

Objectives of the Internship

The internship aimed to:

1. Apply quantitative research methods to assess hospital navigation needs.
2. Identify wayfinding challenges for patients, attendants, and staff.
3. Evaluate stakeholder readiness and preferences for BootWay’s Indoor Navigation-as-a-Service (iNaaS).
4. Enhance skills in data analysis, project management, and industry collaboration.
5. Contribute insights to refine BootWay’s navigation solution for hospitals.

Organization Profile: BootWay INAAS Pvt. Ltd.

BootWay INAAS Pvt. Ltd. is an emerging technology startup based in India, specializing in Indoor Navigation-as-a-Service (iNaaS). Founded with a vision to simplify navigation in complex indoor environments, BootWay focuses on delivering scalable, user-friendly wayfinding solutions tailored to sectors such as healthcare, retail, and transportation. In the healthcare domain, BootWay aims to address the pervasive challenge of hospital navigation, enhancing patient experience and operational efficiency.

Mission: To empower users with seamless, intuitive navigation experiences in indoor spaces using cutting-edge technology.

Vision: To become a global leader in indoor navigation solutions, transforming how people interact with complex environments.

Important Tasks Undertaken

1. **Questionnaire Design:** Developed and validated a structured questionnaire to assess navigation challenges and iNaaS preferences.
2. **Data Collection:** Surveyed 100 respondents (41 patients, 30 attendants, 29 staff) across tertiary care hospitals using stratified sampling.
3. **Data Analysis:** Analyzed data with Excel, creating graphs to highlight findings like 92.7% of patients facing navigation issues.
4. **Stakeholder Engagement:** Gathered insights from hospital users and presented findings to BootWay's team.
5. **Report Writing:** Drafted a dissertation with recommendations like offline functionality and simplified interfaces.

Important Takeaways

1. **Research Skills:** Gained expertise in designing and analyzing quantitative studies.
2. **Navigation Challenges:** Learned that navigation issues significantly impact patient satisfaction.
3. **User-Centric Design:** Recognized the need for inclusive features like voice guidance for low-literacy users.
4. **Professional Growth:** Improved communication and teamwork through mentorship and feedback.
5. **Digital Health Insights:** Understood the role of navigation tools in enhancing healthcare delivery.