

ABSTRACT

Enterprise Resource Planning (ERP) is a tool as software consist of many modules which are a tools of business process consist of production, sales, human resources, financial and many more. All parts are integrated with one information technology architecture. ERP implementation are caused by a duty of enterprise to follow international standard, legacy information system, role of sales, cost analysis, and how to write best practice, best process and best functionality into a software.

PT. Has been already implemented ERP into its business functions. The ERP implementation of PT. Telkom is called INFUSION which integrates customer handling, product, network management and revenue management as one integration. The integration consist of TICARES, TeNOSS, TIBS and TREMS. The ERP implementation is measured with Infinedo model (2006), using 4 dimensions which are system quality, information quality, individual impact and organizational impact, and there are two more new added dimensions, workgroup impact and consultant quality.

The succed level of ERP implementation in PT. Telkom is measured on the succed of TREMS implementation using Infinedo model (2006) yields a positif perception, with 8.17 of 12 satisfaction level. This indicates PT. Telkom has already implemented ERP TREMS successfully, so it can fulfill user needs toward system and operational. Several factors that influence the succed of ERP implementation in PT. Telkom based on TREMS implementation measurement, organization variable, IT variable, ERP success dimension and perspektif evaluator consist several factor. The factor consist of top management support, mission and aims of ERP implementation, system quality, information quality, data conversion from older system, satisfaction level with today information, organization strategy, organization strategy, organization culture, IT headmaster position and consultant quality.

Keywords : Resource Planning (ERP), Telkom Revenue Management System (TREMS) , INFINEDO (2006)