ABSTRACT

VoIP (Voice over Internet Protocol) became one of the alternatif communication technology can be choosen that provide good connectivity and quality. With VoIP we can reduce our commanation budget up to 15%. Many bussinesman start to migrate to use this technology especially for them who has other branches offices in other town.

CV Cipta Bangun Istana was one of PT TELKOM's partner in VoIP. In Bandung VoIP's market still wide opened and have good potential to growth. This will work for surely if CV CBI have a system to operate, manage the data, and do analyze to choose approriate strategy so this kind of services can be doubled rapidly. For the reason, the author would develop a system which can do billing calculation automatically and manage VoIP customer data.

Information System seems to be right method. Information system is a system in an organization which is consist of people, facility, technogy, media, procedures and control to get critical communication, process daily transaction, and gave signal to management about critical event internal even external to take smart decision. For those we need input such as customer data, area code, VoIP tarif to process the calculation. Need more time and money since the customer have huge volume of VoIP conversation.

We may take advantage in this application such as tools to do bill calculation better, quicker, and more accurate. We also can watch the growth of this services time to time. Reports that produced by the system could help CV CBI to analyze for expanding the business in future time.

Keywords : Information System, Billing, Data Management