

ABSTRACT

PT TELKOM as Internet Service Provider is always try to give best services for its customers. In delivering Speedy, its superior Internet service, to its customers, besides doing all the marketing things itself, PT TELKOM was also get some help from outside party, which is the vendor. With so many vendors handle the marketing of Speedy, it has made Data and VAS unit of PT TELKOM suffered problems in the matter of the speed in customers' data updating from every vendor. Besides, the existing database system could not performed well to support data recording process. And as a service in services where customer satisfaction become critical, Data and VAS unit also face the problem which could affect customer satisfaction such as the uncertainty in the term of Speedy's setting time. Therefore as the solution for the problem, this final project will design an information system which based on the business process of Speedy's new subscriber.

Before conducting the design, the entire image and weaknesses of existing business process by mapping the business process of Speedy's New Subscriber which supported by the existing data. Business process improvement was conducted based on time criteria by implementing the information system. Analysis was conducted for each activity for every process by value added assessment to develop processes which are more effective, efficient, and adaptive. In the designing process, primary data was taken from interviews, either about the condition of existing system or the needs for information for the new system. Secondary data was taken from collecting documents which available at the place of case study. On the software development phase, application is using PHP (Personal Home Page) programming language which supported by MySQL database.

Based on the result of mapping and time measurement from the existing business process, there are processes which are able to be increased in the term of effectiveness, efficiency, process adaptability. Result of existing business process has shown that there are 21 activities, After the improvement using Business Process Improvement assessment and information system implementation, activities were reduced to 20 activities, *average cycle time efficiency* has increased about 3% for each process.

The conclusion of the research are Information System service Speedy vendor can help PT Telkom to improve the process of Speedy's New Subscriber to be more effective, efficient, and adaptive, able to handle Speedy's customer data updating through vendor, and also able to process the data to calculate sales revenue and vendor's performance assessment with a easy to access, fast, and accurate system which resulted in the increasing performance of PT Telkom to deliver Speedy's customers' needs.

Keywords : Speedy's New Subscriber, Information System, *Business Process Impovement*, *Value Added Assessment*, *Cycle Time Efficiency*.