Abstract

Decision Support System is a process in the system to convert the data into an information for the decision-making process. In science there fies the main subsstem to determine the system within their capabilities fies science which consists of [1]:

1. Subsystem Management Database (Database Management Subsystem)
2. Subsystem Base Management Model (Model Base Management Subsystem)
3. Subsystem Software Organizer Dialog (Dialog Generation and Management Software)

Problems faced by Telkom Flexi is how to retain the customer so that the customer does not go dead this CDMA-based phones. Then an attempt is made to meretensinya subscriber by looking at the data that is later assessment of all aspects of the specified company. In this final project will develop a system to rank users Flexi customer data that will be in retention with mengimplemenasikan Fuzzy Analytical Network Process (F-ANP), and Technique for Order Preference by similiar to Ideal Solution (TOPSIS). Results of this system is knowing which customers are loyal and less loyal to the company, so the company can follow up on what will be done to the loyal customers and less loyal.

Keywords: F-ANP, TOPSIS, FIES, retention, ranking