Abstract

This thesis discusses the aspect of the design and development of a new system called the Service Center Management System that is targeted to help the overall daily business process of PT. Gadingsari Elektronika Prima.

The Service Center Management System is composed of the subsystems: Integrated Data Management System, Integrated Cashflow and Reporting System, and Integrated Customer Information System. Those three system are closely related and operates within the same database. The Cashflow system is responsible in storing, retrieving, processing, and receiving data and information regarding the company’s daily cash flow, both deposit and withdrawal. The Reporting System is responsible in displaying a read-friendly and printable report by extracting the data from the database. The report can be accessed from the ordering inventory, and cash flow system. Each report will be unique depends on what report that want to be generated.

The Service Center Management System provides solution in solving the current problems that PT. Gadingsari Elektronika Prima has. It is developed so that they can use it as a replacement for their current business process system. However, transition from the old system to the Service Center Management System must be executed carefully and must be planned extensively before hand. With this system, PT. Gadingsari Elektronika Prima can increase the effectiveness and data integrity that exist between offices and branches.

Keywords

Windows Form based application, Reporting Services, Data Gathering, Information System, Relational Database