ABSTRACT

This project is developed to improve the existing operation system of customer service management at building management of Diethelm Towers. With the existing system, all service request and complaint form tenants or subcontractors are stored in paper. The proposed system will be developed to replace the manual system with a Local Area Network topology system because the existing system lack of effective management information to support customer service, decision-making and company investment planning. All data are kept in the database server, Microsoft SQL Server. The proposed system provides to support the future plan which is each division can link all information from the center. In the existing system, each division cannot retrieve any information from other divisions, as the old system is a batch processing which uses stand-alone computer, which cannot share any information among divisions. The system development cost and budget is estimated wisely for investment. Many analysis methods are used in evaluation. Computerized system will solve the problem of manual system and increase effectiveness of work.

This project represents an analysis and design for Service Request System or Work Request System of Diethelm Towers. The new computerized system is developed to improve the business process in Customer Service function of the building management and to solve the problems occurring in the existing system.

After implementation, it is satisfactory in business performance. After users become familiar with the new system, it is found that the company sets more profit since the users get more efficient job and company got more efficient information to support decision-making.