ABSTRACT

The information system analysis project is about analyzing the current system, structuring & organizing data in aspect of designing and implementating the data process system of Maintenance system in Datapro Computer System Co., Ltd.

Nowadays, the maintenance service system is the important one that makes more income to computer companies. In order to have high competition in business, we cannot make income very much from up front selling, so we have to find out the alternative way to be the value added to user and get more money from customers. The maintenance service system is the solution for us.

This information system will be developed to reduce the complicated function for users. It is designed in order to analyze the system and find out the effective solution and effective way to develop the system. That is not effective in current business requirement. The current system cannot automatically alert us when they have to renew the services contract when last contracts are expired or out of warranty. So, we lost a lot of contract in the past year. That means we lost the money as well. And existing system is the semi-computerized. We use the MS-Excel and MS-Word to keep all of information that is difficult to find some information in there. The new system will change the semi-computerized system to be fully computerized system. The new system is composed with SQL server and MS VB.Net to be development tool.

The new system is developed to solve the entire problem. Break-even of them will occur approximately 4.5 years that can be acceptable. Especially, payback period of the new system is only 1.75 years that is reasonable to implement the system because generally 3 years is enough to implement.