

ABSTRACT

This project is to design, develop, and implement application software that will provide improved performance of services and quality of services in a computer company. The existing service system is based on manual operation and paper documents passing among units in the organization. The problems of the existing system are information scattering, lacking of performance measures, outdated data, and slow communication. The proposed system, which relies on a centralized database will maintain all necessary data in the service processes. It will keep data related to performance and quality of service and provide tools for analyzing those data as well as generating managerial reports.

Two key concepts are kept in mind during system design and implementation. The new system must be consistent to customers' behaviors and the costs of development must be kept into minimum. The existing resources are utilized as efficiently as it's possible. A PC-based server and Microsoft SQL are used due to their cost effectiveness. Borland Delphi is the main development tool because the development team familiar with it.

After implementation, the new system shows its value of information center. Services are delivered to customers faster, more efficient, and more effective with reasonable costs. Managements can monitor status of services and can find points of improvement quickly. The company can also save much money by better resources utilization.