

ABSTRACT

This project presents the analysis and design of the customer information of banking business. The system is developed based on environment of the Siam City Bank (Public) Ltd..The scopes of the project cover customer data that exist across multiple computer-systems such as Loan and Deposit system. However, it can be applied to any systems which are linked in the banking system to serve the need of executive management for Customer Base Systems.

The study of this project begins with the requirement definitions and analysis of the existing system by using structure tools such as data flow diagrams, etc. The new system is designed to solve the problems found in the existing system and to satisfy the management in decision making by providing the common view of the customers and their relationships to all products of the bank. The system is developed based on the client-server application which access the data in on-line real time. The system is implemented in Power Builder Programming language, GUI technology which is easy to use and easy to be changed by the user themselves. The Graphic User Interface or GUI allows executives to monitor and analyze information through their workstations without waiting the report from operation level. The cost analysis and cost comparison of new system employ the payback methods for determining payback apply to cost saving anticipated each year, and outstanding investment cost which is illustrated in the graph on page 52. Learning to use the new system is quite obvious. The user will have a hand-on training for a few weeks. The proposed system will run in parallel with the existing system until the users feel confident with the new system. To enhance the effective management of customer, the system should be developed further to the larger scale and connected to the other system in the banking system.