

ABSTRACT

At present, customer satisfaction is the key to success in every business. Each company needs to think how to maintain the old customers and increase new customers. Customer becomes a higher value resource for the company. The company hires the outsourcing company that has strong knowledge and expertise in each operation skill. Moreover, company still has to purchase many kinds of hardware, software, equipment asset, and network spare part. The purchasing department have always concerned with bidding process to get the highest benefit of purchasing goods and services from suppliers. For the existing bidding process, it works manually. Every document is recorded by using paper. While the business keeps growing, the paper-based system is not a good answer to increase the company's profit. To be able to survive and become a leader in the high competitive commercial these day, the computer-based system is used to develop a new system to replace the old bidding system, which is called E-Bidding system.

The E-Bidding system provides the convenient channels for suppliers to enter a bidding process with AIS, reduces workload of AIS employees by eliminating the paper-based system, reduces the company's cost and time consuming for the entire bidding processes, and creates a value-added to the company as the leader in the high technology. With all these advantages, the company will be able to work with the suppliers efficiently to provide the new innovated services to the customers at large.