

Performance Improvement of Corporate Travel Agent Using Business Intelligence

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Abstract

As one of the corporate travel agency that has been using ERP (Enterprise Resources Planning) in the company. However, with this ERP, the company still faces several problems such as not yet integrated database between branches so it can't control the number of tourists who travel on that month and still face the overload of passengers on the high season/holiday season Christmas & new year. The purpose of this research is to design Business Intelligence (BI) application as complementary to ERP that already exist in Company to improve company performance. By way of designing an engineering analysis tool to describe the performance of each branch using QlikSense application. The results of this study show that by designing BI as a complement to existing ERP in the company, can improve sales performance better than the previous year and can eliminate the number of passengers who did not get the package tour.

Keywords

Travel agency, ERP, business intelligence, performance improvement.