

CHAPTER IV CONCLUSION

IV.1. Conclusion

Boardroom Table was made a mistake for ignoring the internet as a revenue model and instead stressing sales through only distributors which leads to losing customer. However Boardroom Table soon realizes that internet was important and straight away adopting online system to catch up.

With the new online system applied, Boardroom Table able to create a better business process. As a starter, Boardroom Table could removes sales entry order people from the process since entry order job has been taken by the salespersons as soon they equipped with laptops. Given that, company could removes the late orders submit, and remove inaccurate order entry.

New payment system using credit card also holds major improvement in case of customer payments method. Flexibility is offered in credit card payment system because customer can just directly do purchase from the internet without having company's credit and through salespersons. Boardroom Table has taken easier method to applying the credit card payment system with outsource it from credit card service provider and banks.

In the previous legacy system, the order occurred recurrently as a process and taken by too many performers, which is increasing error state for each step especially at the beginning of order process. Online system cuts off the long process so it will be less mistake occurred and less time consuming for each orders.

IV.2. Advice

Hopefully for the future development, there are few things that can be used for Boardroom Table improvement in services:

- In the new business to-be process diagram, the salespersons use the same system as the online customer to input the data to the company's system
- In the future, perhaps Boardroom Table Company can build new dedicated system for the salespersons to use for processing the sales.
- Boardroom Table Company should have a proper system that can handle customer's role, in this case privilege of having company's credit after purchasing for the first time as a new customer.
- Improvement on payment systems, cash payment for every type of customers, existing customer can pay using credit card directly, company's credit accumulation.