

## INTISARI

PT Innovate Mas Indonesia (IMI) adalah salah satu perusahaan swasta nasional dibawah kendali grup Sinar Mas yang memfokuskan diri sebagai penyedia jasa sambungan Internet dan penyedia saluran multimedia internasional, seperti HBO, AXN dan NGC. PT IMI menawarkan beragam layanan hiburan, informasi dan komunikasi melalui brand yang dimiliki yaitu Innovate, dihantarkan melalui teknologi *fiber optic* yaitu teknologi FTTH (*Fiber to The Home*).

PT IMI merupakan perusahaan yang mempunyai banyak proyek untuk proses pengembangan bisnisnya dan membutuhkan banyak mitra untuk pengembangan usahanya baik dari sisi infrastruktur maupun aplikasi yang dibutuhkan. Hal ini menjadi tantangan bagi perusahaan untuk dapat memilih vendor terbaik yang layak untuk bekerja sama dalam rangka membangun proyek-proyek tersebut. Kendala inilah yang dapat diselesaikan dengan salah satu metode untuk menyelesaikan permasalahan pengambilan keputusan berbasis multi kriteria yaitu metode AHP (*Analytic Hierarchy Process*). Pendekatan AHP di PT IMI dibantu oleh metode FGD (*Focus Group Discussion*) dalam penentuan proses seleksi kriteria-kriteria yang dibutuhkan untuk proses penghitungannya. Kriteria-kriteria seleksi yang dibutuhkan mengacu pada standar ISO/IEC 25010:2011 yang menjelaskan tentang kriteria kualitas suatu perangkat lunak. Grup partisipan yang terlibat di dalam penelitian adalah grup *Fin/Acct* dan grup IT internal PT IMI.

Berdasarkan hasil FGD partisipatif di internal PT IMI yang telah diputuskan, model hierarki AHP yang digunakan oleh PT IMI dalam proses kuesioner serta penghitungan AHP di dalam penelitian mengimplementasikan lima kriteria utama dari standar ISO/IEC 25010:2011, terdiri dari *compatibility*, *usability*, *reliability*, *security* dan *portability* serta satu kriteria dari *best practices* yaitu *maintenance and support*. Kriteria-kriteria ini selanjutnya dihitung dengan bantuan *AHP-OS*.

Kesimpulan yang dapat diambil berdasarkan analisis yang telah dilakukan menunjukkan terdapat tiga kriteria utama yang berdasarkan konsensus harus paling diperhatikan pada saat proses seleksi vendor ERP dari sisi grup *Fin/Acct* dan IT, yaitu *Maintenance & Support* dengan nilai sebesar 20,2% dan 12,8%, kriteria *Security* (subkriteria *confidentiality*) dengan nilai sebesar 13,6% dan 11,2%, serta kriteria *Compatibility* (subkriteria *co-existence*) dengan nilai sebesar 13,1% dan 18,3%. Ketiga kriteria utama tersebut merupakan hasil konsensus yang telah diambil di internal PT IMI terkait proses seleksi vendor ERP.

*Kata kunci: ERP (Enterprise Resource Planning), AHP (Analytic Hierarchy Process, FGD (Focus Group Discussion)*

## **ABSTRACT**

*PT Innovate Mas Indonesia (IMI) is a national private company under the control of the Sinar Mas group that focuses as the Internet connection provider and international provider of multimedia channels, such as HBO, AXN and NGC. PT IMI offers a range of entertainment services, information and communication through brand owned namely Innovate, delivered through fiber optic technology which is called a FTTH technology (Fiber to The Home).*

*PT IMI is a company that has a lot of projects for the development of its business and requires many partners to develop its business both in terms of infrastructure and applications needed. It is a challenge for companies to be able to select the best vendors eligible to work together in order to build these projects. These constraints can be solved by one of the methods to solve the problems of multi-criteria decision making based on the method of AHP (Analytic Hierarchy Process). AHP approach in PT IMI assisted by a FGD method (Focus Group Discussion) in the determination of the selection process criteria required for the calculations. Selection criteria needed refers to the standard ISO / IEC 25010: 2011, which describes a software quality criteria. Group participants involved in the research were Fin / Acct and IT groups of internal PT IMI.*

*Based on the results of FGD participation in internal PT IMI has been decided, the hierarchical model AHP used by PT IMI in the process of questionnaires and accounting of AHP in the study implemented five main criteria of the standard ISO / IEC 25010: 2011, consists of compatibility, usability, reliability, security and portability as well as the criteria of best practices that maintenance and support. These criteria then calculated with the help of AHP-OS.*

*The conclusion that can be drawn based on the analysis that has been done shows that there are three main criteria that is based on consensus should be the most attention during the selection process of ERP vendors from the group of Fin / Acct and IT, namely Maintenance & Support to the value of 20.2% and 12.8 %, Security criteria (subcriteria confidentiality) with a value of 13.6% and 11.2%, and the criteria Compatibility (subcriteria co-existence) with a value of 13.1% and 18.3%. Three main criteria were the result of consensus that has been taken in the internal PT IMI related ERP vendor selection process.*

**Keywords:** ERP (Enterprise Resource Planning), AHP (Analytic Hierarchy Process, FGD (Focus Group Discussion)