

**BINUS INTERNATIONAL
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Major Computer Science
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THESIS TITLE:

**Technology Implementation: Blackberry Internet Services in PT
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Abstract

Objectives. Technology and telecommunication keeps evolving throughout the years, and has become a daily needs for human being. It is important for a well established telecommunication service provider to keep synchronize with the evolution of the telecommunication technology. BlackBerry provides the latest evolution in technology with their service and devices. This thesis objective is to provide a thorough process before, during and after the implementation of BlackBerry service in PT. Excelcomindo Pratama.

Method. To do this thesis, the author use research study through the Internet and books. The author also does interviews with staff member of PT. Excelcomindo Pratama that responsible for the implementation and the operational of the BlackBerry service in their organization. The author also conducted a survey to see the public acceptance and awareness of PT. Excelcomindo Pratama BlackBerry services

Results. BlackBerry has created an impact in the telecommunication market in Indonesia. It is in PT. Excelcomindo Pratama best interest to implement the technology in their organization. The implementation processes are done by several departments with specific job description and divided into several different processes with the reference to the traditional project management framework and body of knowledge. Post implementation performance has shown an excellent performance with the organization being the leader in total BlackBerry subscriber. Moreover, from the survey result, a high level of acceptance and awareness of the BlackBerry service by PT. Excelcomindo Pratama also shown, most of the respondents are aware of the low price of the BlackBerry service, and also that most of the respondent are using Excel BlackBerry service.

Conclusion. The implementation of the BlackBerry service is done systematically, with the distribution of different tasks to different departments, which result to an efficient management of the project, to reach a high level quality of the technology and end product. The implementation of the service has proven to be the right step to be conducted with the high return on investment, increasing number of subscriber and increasing profit for the organization.

Key words: BlackBerry, Implementation Technology, BlackBerry services