

ABSTRACT

BACK OFFICE APPLICATION DEVELOPMENT SUPPORT OPERATIONAL PROCESSES PT GRADANA TEKNORUCI INDONESIA

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In the era of globalization with the advancement of information technology that is growing rapidly. Currently, many companies are using this technology to run their business. Especially companies engaged in financing which are often known as fintech. Finance companies that utilize this technology need an application that can be relied upon to support all ongoing transaction processes. Where Gradana is one of the companies that utilize this technology. The technology used is in the form of an operational support application, Gradana itself has a supporting application, namely a back office application that is used in its operations. Back office applications are software that an organization uses to manage operational processes. In a complete view, the back office applications in Gradana consist of several menus, namely; loan information, fundraising, refund information, billing, user information, partner commission, claim ticket and grapoin information. With these several menus, it is considered not enough to help in carrying out an existing operational transaction. However, there is a need for additional menus that are needed in order to support better performance. The results obtained when conducting research, that the current application system still lacks a menu for user guide information, transaction reports and calculations. Based on these user needs, the developer adds menus and functions to back office applications that are currently the needs of users to support faster and more accurate operational performance. In addition, it can help with the troubleshooting process that is currently occurring. In the process of prototyping back office applications, developers use the Node JS framework as a guide so that they can adapt from pre-existing applications and use SQL databases..

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