

Abstract

A good data management is needed to support a process of decision-making in an organization. This point is also needed in analysing data to take the right decisions for the growth of sales and services that given by Telkom Flexy's customer care.

The aim of this final project is to analyze data in Telkom Flexy's customer care by making a scheme of data mart at customer care division those can help the manager of Telkom Flexy's customer care to analyze the data. The character of builded Data Mart is independent because there is no completely data warehouse in Telkom Flexy, so that it is called as Independent Data Mart (IDM). The methodologies of this IDM use the methodologies of IDM which has been available before. This methodologies consist of many phases such as, phase of analyzing IDM's requirements, phase of IDM scheme, phase of IDM implementation and phase of IDM examination.

The analyze results show the data in data mart are more informative in completing the information requirements that has been needed from the existing data. Besides that, by using IDM it can increase the efficiency of time in analyzing data

Keywords: *Independent of Data Mart (IDM), data , customer care, and methodologies.*