

ABSTRACT

Digital technology continues to move forward. Companies that fail to adopt these rapidly changing technological developments are at risk of facing difficulties in business competition. The application of digital technology in a company is no longer only focused on improving products with the aim of increasing revenue, but must also be applied to other supporting functions with various considerations, including increasing work efficiency, cost effectiveness and minimizing risks.

Telkomsel, as one of the companies providing cellular telecommunications services, broadband data and digital services, has made large investments in order to continue adopting existing technological developments. This is proven by the fact that Telkomsel continues to maintain its position as the market leader in Indonesia. This success is not only based on digital transformation at the front-end, but also supporting or back-end functions such as financial functions, human resources and other functions that are not directly related to achieving the Company's revenue.

This study aims to analyze the critical success factors post-implementation of the Enterprise Resource Planning (ERP) system at PT. Telekomunikasi Selular, through a case study using several Critical Success Factors approaches at the post-implementation stage of the ERP system, Creswell Qualitative Analysis Technique and Triangulation Validation. The results of the study indicate that there are six factors that have a significant impact on the success of the use of ERP systems for companies. With this study, it is expected that companies can prepare the things needed to ensure the success of the technology transformation process in telecommunications companies, specifically in ERP systems.

Keywords: critical success factors, enterprise resource planning, financial system