

The merger between Indosat and Hutchison 3 Indonesia (H3I) in 2022 was a strategic move aimed at enhancing operational efficiency and network performance through the implementation of Multi-Operator Core Network (MOCN) technology. This study aims to analyze the comparison of Key Performance Indicators (KPI) on the Indosat network in the Bandung Cluster before and after the merger based on a database.

The research method used is descriptive and quantitative with a statistical analysis approach. The KPIs analyzed include Call Drop Rate (CDR), Call Setup Success Rate (CSSR), Throughput, Packet Loss, and Latency. These data were collected from the network system during the periods before and after the merger, as well as through surveys and interviews with technical staff and managers at Indosat and H3I.

The results of the study show significant changes in several KPIs after the merger. The Call Drop Rate (CDR) decreased, indicating an improvement in call service quality. The Call Setup Success Rate (CSSR) and Throughput also showed significant improvements, reflecting better network efficiency. However, there was an increase in Packet Loss and Latency, indicating technical challenges that need to be addressed.

The findings of this study provide important insights into the impact of the merger on network performance and the factors influencing it. Based on the analysis results, several improvement steps are recommended to enhance network performance post-merger, including spectrum usage optimization and infrastructure capacity enhancement.

This research is expected to contribute to the development of knowledge in the field of telecommunications network management and provide practical guidance for telecommunications companies in managing mergers and improving network performance.

Keywords: Merger, Indosat, H3I, MOCN, KPI, Telecommunications Network, Bandung Cluster, Database