

ABSTRACT

The development of information technology has driven the need for web-based information systems capable of supporting business processes effectively and efficiently. This research aims to design and build a web-based computer and laptop service information system at Alfarizi Computindo in Mlati, Yogyakarta. This system was developed using the Laravel framework and MySQL database, with the aim of replacing manual recording with digital, thereby reducing service data recording errors and improving ease of transaction management and service progress monitoring by customers. Key features include data management of customers, employees, service types, orders, service progress, and real-time transaction and revenue reports. The system development methodology included requirements analysis, design, implementation, and testing using black box testing. The implementation results showed that the system performed according to functional requirements, providing automatic notifications via WhatsApp, real-time service progress tracking, and facilitating report generation for managerial purposes by the owner. Therefore, this system is expected to improve service quality and operational efficiency at Alfarizi Computindo.

Keywords: Information System, Computer Service, Laravel, MySQL, Real-Time Tracking.

