

Abawat Enterprise

SOFTWARE AS A SERVICE

“We are the Premier Real-time Platform for Electronics Customer Service Operations Specially designed for SMEs “

ABOUT ABAWAT

รู้จักเรา



WHAT we do

Abawat relentlessly explores and benchmarks industry standards to redefine excellence in customer service. We deliver convenient, value-driven solutions designed to elevate industry benchmarks and maximize both operational efficiency and customer experience.

Abawat เราไม่เคยหยุดพัฒนา มุ่งมั่นสร้างมาตรฐานให้เทียบเท่าระดับสากล เพื่อสร้างนิยามใหม่ของงานบริการที่เหนือระดับ เราส่งมอบโซลูชันที่เหนือกว่าทั้งความสะดวกและมูลค่า เพื่อยกระดับมาตรฐานอุตสาหกรรม พร้อมขับเคลื่อนประสิทธิภาพการดำเนินงานและประสบการณ์ของลูกค้าให้ถึงขีดสุด



WHO we are

We are a platform-based customer service solution provider, having it's own platform system and ready to support many small & medium enterprise (SMEs) customer service operation.

เรา คือ ผู้พัฒนาแพลตฟอร์มโซลูชันด้านงานบริการลูกค้าครบทุกวงจร เชี่ยวชาญและมีแพลตฟอร์มเป็นของเราเอง มุ่งมั่นพัฒนาสนับสนุนเพื่อช่วยวางระบบไอทีด้านงานบริการลูกค้าที่มีประสิทธิภาพเพื่อสร้างรายได้ ให้ธุรกิจ SME ไทยได้เติบโตยั่งยืน



WHY we needed

Abawat platform system, together with customer service consultation, offers SME's business transformation for the best quality of customer service operation, Cost saving, Improvement of CSAT, Enhancement of efficiencies through process automation, etc.

อาบะวัตให้บริการแพลตฟอร์มพร้อมให้คำปรึกษา เราคือกุญแจสำคัญเปลี่ยนงานบริการลูกค้าของกลุ่ม SME ช่วยปรับปรุงคุณภาพความพึงพอใจลูกค้าให้ดียิ่งขึ้น ทำให้เราเป็นตัวเลือก ที่ช่วยเพิ่มศักยภาพธุรกิจ ลดต้นทุนด้านระบบหลังบ้านที่ดีที่สุด

BUSINESS CHALLENGES

ความท้าทายที่ธุรกิจของคุณ ต้องเผชิญในปัจจุบันนี้?



Complexity field service operation

leads to failed repairs, wasted parts, and lost revenue.



Launch First, Fix Later

after-sales service readiness is lagging —leaving customers unsupported from day one.



Underskilled frontline technician

for operational competency across the service network.



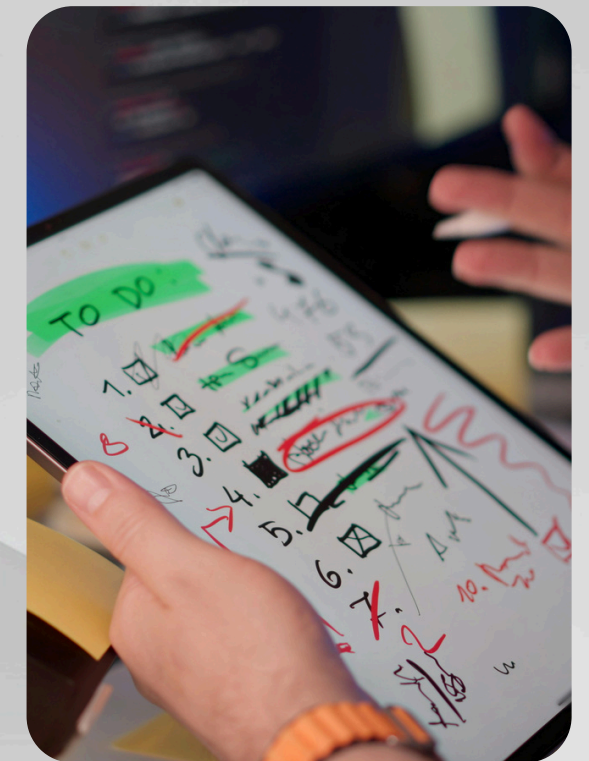
Changes in customer lifestyle

personalization & preference under digital-based connections



High adoption cost

and security on enterprise solutions software



Manual Deadlocks

Outdated workflows are the bottleneck of growth that ignoring your customer rather support them

WHAT WE MAKE YOU WIN

4 จุดเด่น ที่ช่วยให้คุณยืนเหนือคู่แข่ง จากอะบาวต



1 38 years

Operational Mastery

We are 38 years expertise in Customer Service Intelligence at "Global Standard Benchmarking"



2 Scalable "Next-Generation Customer Service Ecosystem"

We provides "Best Practices" into a configurable solution systems to fit your business sizes.



3 Global Standard Local Expertise

We delivering a sophisticated "After-sales Service Solution" that specialty designed for the modern SME.



4 Sustainability Growth Engine

We offer engineering Long-Term equity. Turning your business into "Service Excellence" and "Revenue Growth" engine

4 core competitive advantages from Abawat

"Built on 38 years of operational mastery, Abawat bridges decades of frontline service expertise with a scalable "next-generation SaaS ecosystem"—delivering a sophisticated after-sales solution that designed for the modern SME."

ABAWAT ENTERPRISE ECOSYSTEM

READY TO EMPOWER YOUR BUSINESS OPERATION

“พร้อมขับเคลื่อนธุรกิจของคุณให้ได้เปรียบคู่แข่ง ด้วยระบบปฏิบัติการครบวงจรจากอะบาวัต”



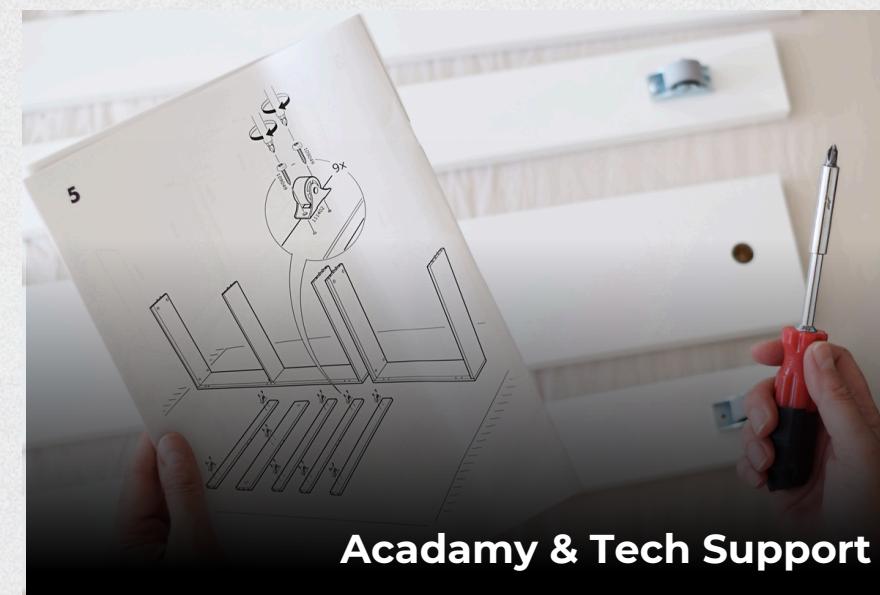
Contact center & VOC Office

In-house or 3rd party, contact center operation



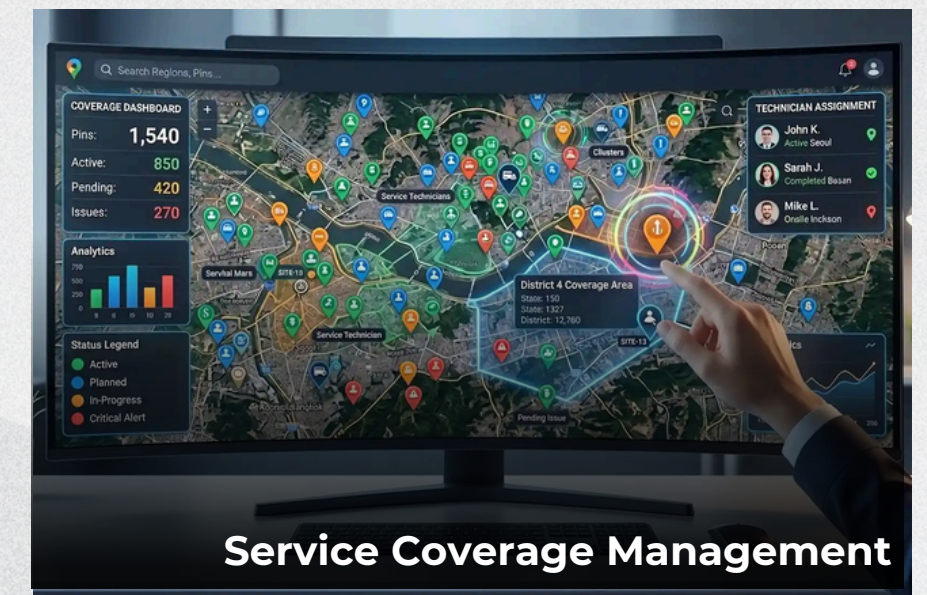
Store & Sales Operation

Marketplace store, Purchasing /Sales Inventory



Academy & Tech Support

Service manual, Technical tips, Tech Support



Service Coverage Management

Service availabilities by postal code, city, provinces



Warehouse & Purchasing

Spare parts forecasting, Inventory management



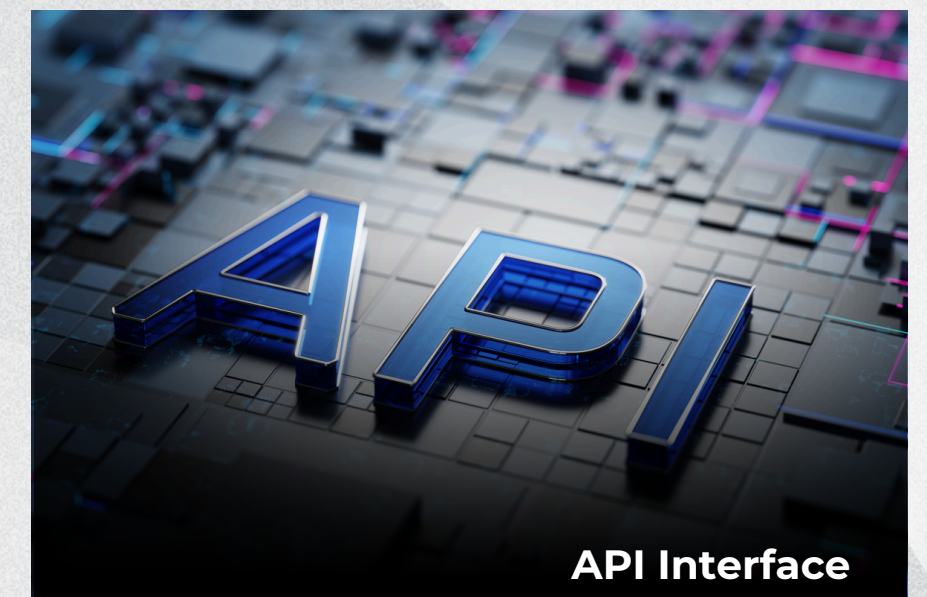
Service Network Management

Walk-in, Pick-up, On-site Service, Tracking, Spare Parts Store, Sales



Approval System

Company document library, Report & Dashboard



API Interface

Accounting Logistics system, External systems friendly



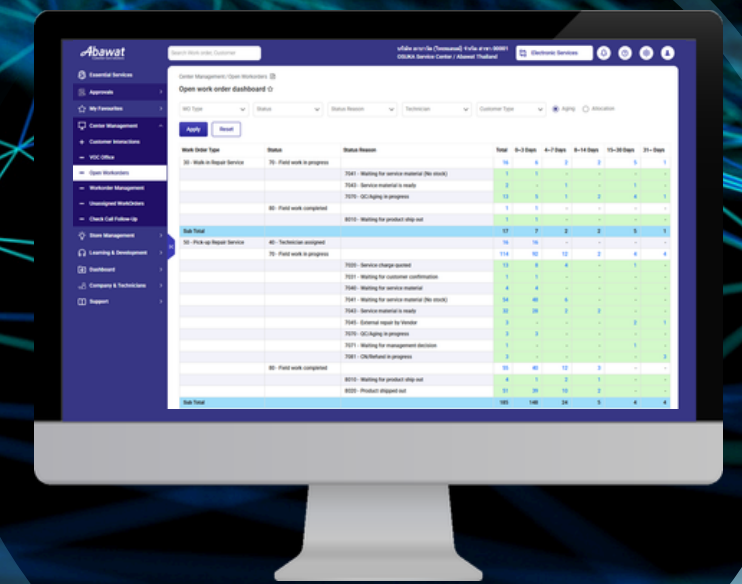
Dynamic Blueprint

DEFINE YOUR BEST VERSION WITH OUR SOLUTION



PARTNER APP

CUSTOMER APP

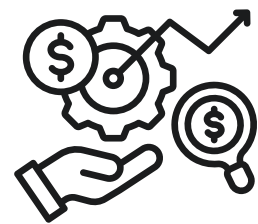


PARTNER PORTAL

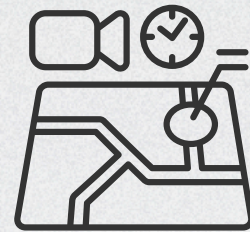
“ Abawat system, the **“Universal Plug-and-Play Solution”** is seamlessly compatible for all businesses. Our scalable customer service operation system framed to standardize the entire industry ”

BUSINESS TRANSFORMATION

Abawat creates a competitive advantage by ensuring an enhanced customer experience at every touchpoint."



Save cost
50%



100%
Eliminate
Real time - Operation
"Blind Spot"



Maximize CSAT
score up
40%



6 ความสำเร็จ

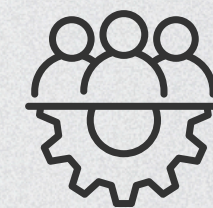
“เพื่อการเติบโตเชิงกลยุทธ์
ของธุรกิจ SME ไทย ที่ภา
รณตรี โดย อะบาวัด”

With Abawat you're promised

*“To Improve your customer
satisfaction and cut cost in
the entire customer service
operation”*



Growth-based
Revenue
generation



**Streamline
Operation
Productivity**

25%



**Strategic Sales
Intelligent Lifecycle**

Abawat

OUR SOLUTION

Abawat Enterprise Package

เลือกโซลูชัน เลือกอนาคตที่ช่วยให้
ธุรกิจของคุณเติบโตอย่างยั่งยืน



Standard

- ✔ Shared hosting infrastructures
- ✔ Data is protected with security
- ✘ Non-exclusive platform usages
- ✘ No privacy

Privately managed

- ✔ Shared hosting infrastructures
- ✔ Private database usages
- ✔ Data is protected with security
- ✔ High privacy
- ✘ Separate set up for entire platform infrastructures

Exclusive onsite support

Custom Dedicated

- ✔ Custom Dedication
- ✔ New developed platform Infrastructures
- ✔ Exclusive database usages
- ✔ Data is protected with security
- ✔ High privacy

SME

Starter

Client max
20 users

Pro

Client max
50 users

Bussiness

Pro

Client max
100 users

Ultimate

- ✔ Client with unlimited users
- ✔ Dispatched man-power to
- ✔ support entire ecosystem
- ✔ Customize process and
- ✔ operation management

ABAWAT CONCIERGE SERVICE

1.INSIGHT DISCOVERY

- Current process analysis
- Under sting the problems
- Collection of requirements

Phrase
1

SET UP
PHRASE 1-7

SET UP - STABILIZATION Phrase 1-7

Full supporting & coaching at implementation to stabilization
Charge at 1st Project kick

3.DATA GOVERNANCE

- Master data define
- Current data cleansing
- redesign master data

Phrase
3

2. STRATEGY BLUEPRINTING

- Create organization with R&R
- Operation structure (WH/Store)
- To be proceeded by unit

Phrase
2

4.SYSTEM CONFIGURATION

- Basic setting
- Operation structure infrastructure
- Contact center, W/H, Store
- Menu & Authorizations

Phrase
4

5.EMPOWERMENT TRAINING

- Standard user training
- Empowerment technical training
- SOP documentation

Phrase
5

6.BESPOKE CUSTOMIZATION

- System customization+
- UAT execution
- SOP document update

Phrase
6

STABILIZING

7.GO-LIVE

- Master data upload
- Initial balance upload
- Project delivery (hand-over)

Phrase
7

Phrase
8

8.SUSTAINING SUPPORT
after system goes live through the growth states under



★★★★★
BEST CHOICE

Growth Concierge Service



Consulting, Change management,
Value Generation Support

GROWTH ENGINE DRIVER



Subscription Fee



System help desk support
(Charge per monthly)

SUSTAINING SUPPORT PHRASE 8

TRUSTED BY

100% SECURE

IMAX POWER TOOL

OSUKA



3000+

High-Velocity
Operations

Manages monthly service work orders with 100% precision, proving the scalability for OSUKA Service Center

50K+

Massive
Engagement
Scale

Orchestrates monthly customer interactions transforming a high-volume call center into a customer engagement for OSUKA Customer Care hub.



5000+

Supply Chain
Integrity

Operates a high-precision inventory system managing SKUs transaction across OMO (Online-Merge-Offline) channels, including Shopee and Experience Store



GET CONNECT



clientsupport.th@abawat.com



02-028-7002



CONSULTATION AVAILABLE

ติดต่อขอคำปรึกษาฟรี วันนี้รับส่วนลดพิเศษทันที