

*Abawat Enterprise*

# SYSTEM SOLUTION FOR YOUR BUSINESS

*"We are the Premier Real-time Platform for Operations Specially designed for SMEs "*

# ABOUT ABAWAT



## 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.



## WHO we are

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



## WHY we needed

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

# BUSINESS CHALLENGES



## Complexity in 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 technicians

for operational competency across the service network.



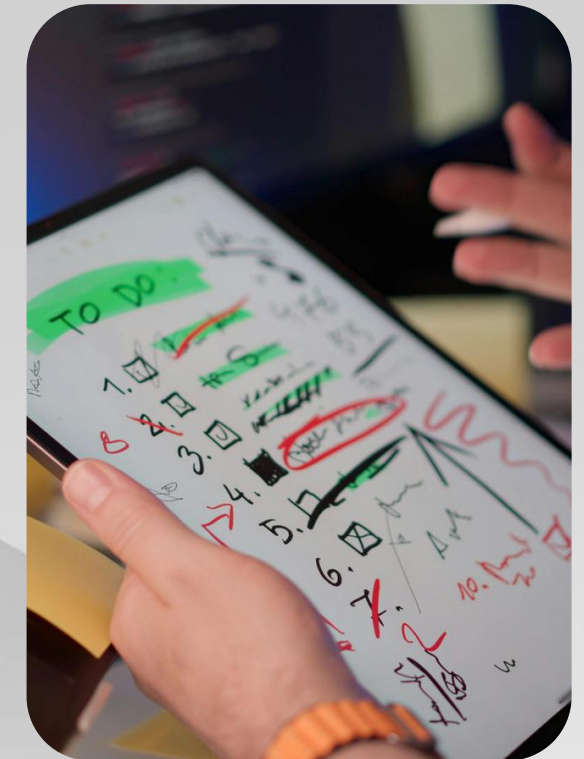
## Changes in customer lifestyle

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Outdated workflows are the bottleneck of growth that ignores your customers rather than supporting them

# WHAT WE MAKE YOU WIN

4 Key Strengths That Help You Stand Above the Competition from Abawat Enterprise



## 4 core competitive advantages from Abawat

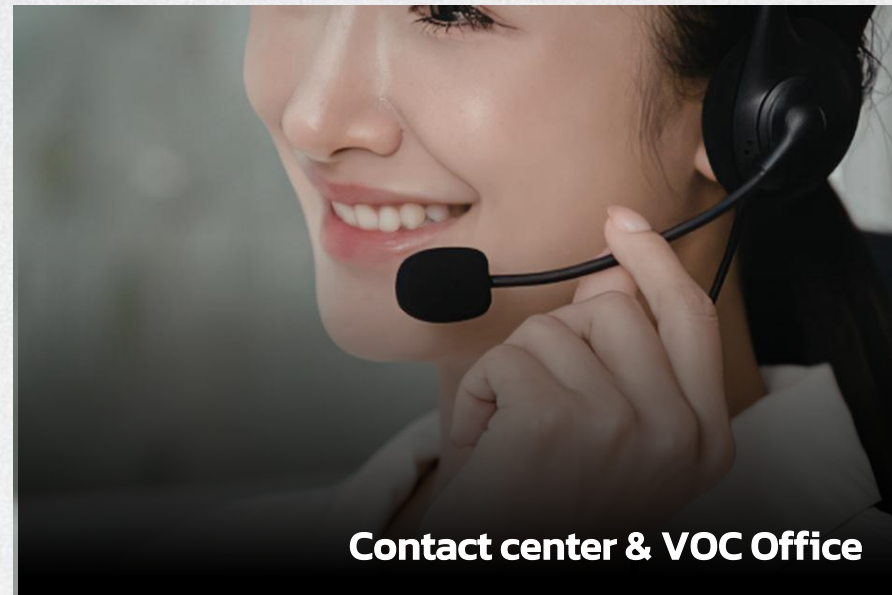
"Built on 38 years of operational mastery, Abawat bridges decades of frontline service expertise with a scalable "next-generation SaaS ecosystem" — deliver a sophisticated after-sales solution that designed for the modern SMEs"

# ABAWAT ENTERPRISE ECOSYSTEM

Abawat

READY TO EMPOWER YOUR BUSINESS OPERATION

*"Ready to drive your business ahead of the competition with a complete operating system from Abawat Enterprise."*



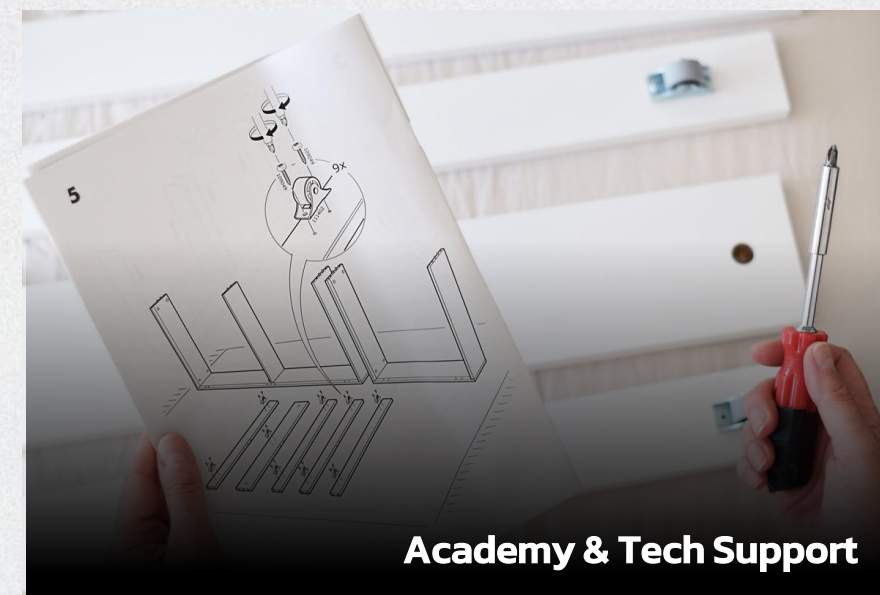
**Contact center & VOC Office**

In-house or 3rd party, contact center operation



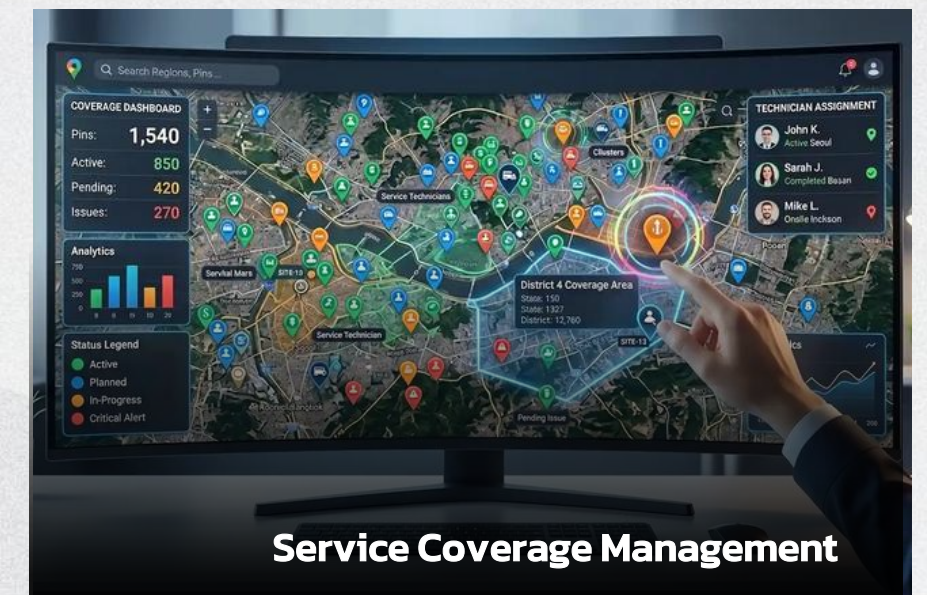
**Store & Sales Operation**

Marketplace store, Purchasing / Sales Inventory



**Academy & Tech Support**

Service manual, Technical tips, Tech Support



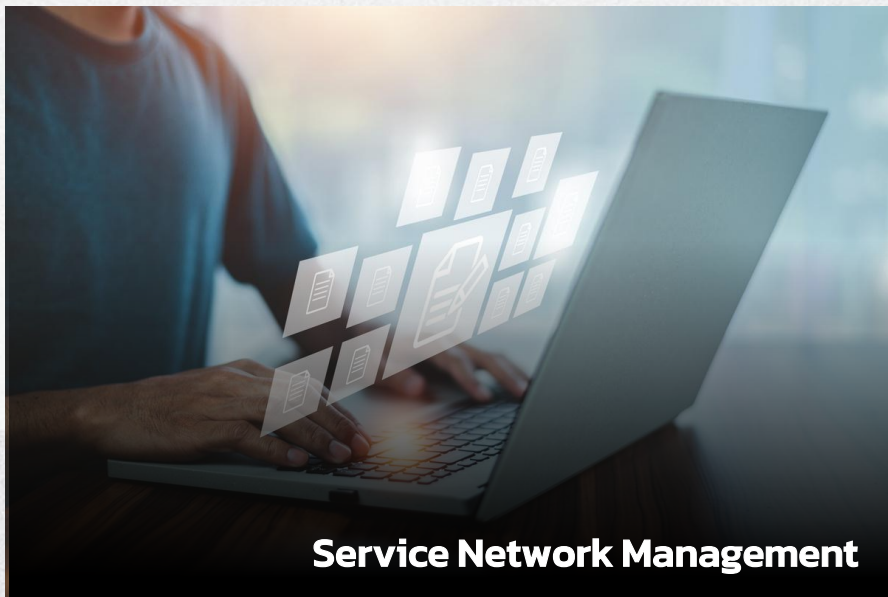
**Service Coverage Management**

Service availabilities by postal code, city, provinces



**Warehouse & Purchasing**

Spare parts forecasting, Inventory management



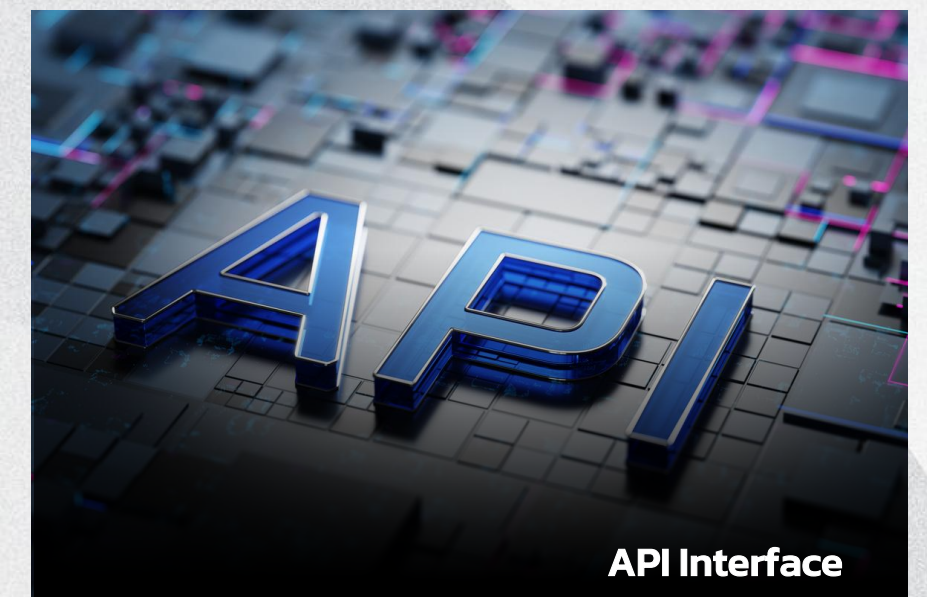
**Service Network Management**

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



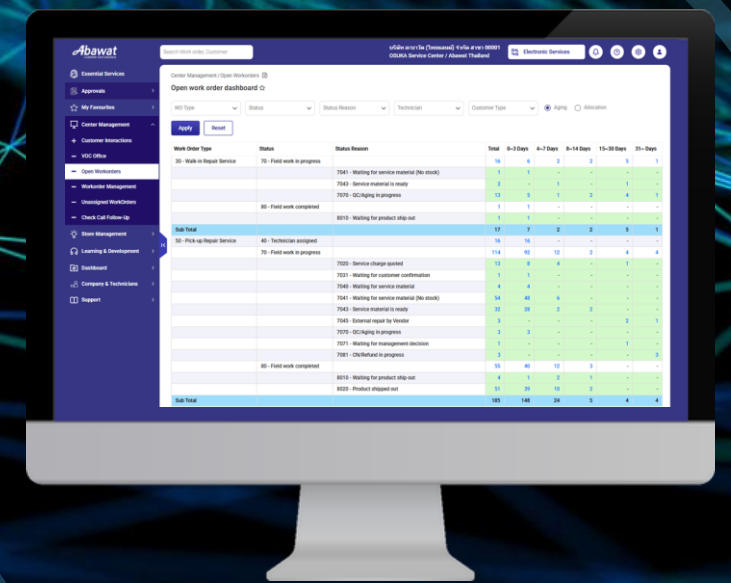
# Dynamic Blueprint

DEFINE YOUR BEST VERSION WITH OUR SOLUTION



**PARTNER APP**

**CUSTOMER APP**

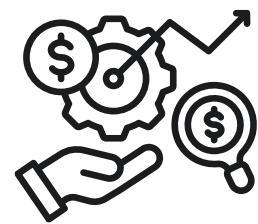


**PARTNER PORTAL**

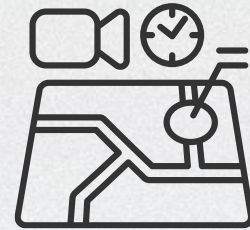
“Abawat system, the *“Universal Plug-and-Play Solution”* is seamlessly compatible for all businesses. Our scalable customer service operation system framed to standardize the entire industry”

# 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 Achievements

*"For the Strategic Growth of Thai SME Businesses, Guaranteed by Abawat"*



Growth-based  
Revenue  
generation



Streamline  
Operation  
Productivity  
**25%**



Strategic Sales  
Intelligent Lifecycle

### With Abawat you're promised

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

# OUR SOLUTION

## Abawat Enterprise Package

Choose the Solution, Choose a Future That Helps Your Business Grow Sustainably.



### Standard Client

- ✓ Shared hosting infrastructures
- ✓ Data is protected with security
- ✗ Non-exclusive platform usages

### Private Client

- ✓ 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

### Business

#### Lite

Client max  
**20**  
users

#### Starter

Client max  
**50**  
users

#### Pro

Client max  
**100**  
users

#### Enterprise

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
- Understanding the problems
- Collection of requirements

Phase 1

**SET UP**  
PHASE 1-7

## SET UP - STABILIZATION PHASE 1-7

Full supporting & coaching at implementation to stabilization  
(Project fees)

## 2. STRATEGY BLUEPRINTING

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

Phase 2

## 3.DATA GOVERNANCE

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

Phase 3

## 4.SYSTEM CONFIGURATION

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

Phase 4

## 5.EMPOWERMENT TRAINING

- Standard user training
- Empowerment technical training
- SOP documentation

Phase 5

## 6.BESPOKE CUSTOMIZATION

- System customization+
- UAT execution
- SOP document update

Phase 6

## STABILIZING

## 7.GO-LIVE

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

Phase 7

Phase 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 PHASE 8**

# TRUSTED BY



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 SKU transactions across OMO (Online-Merge-Offline) channels, including Shopee and Experience Store



# GET CONNECT



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**ON-SITE CONSULTATION AVAILABLE**

**Free consultations at your location!**