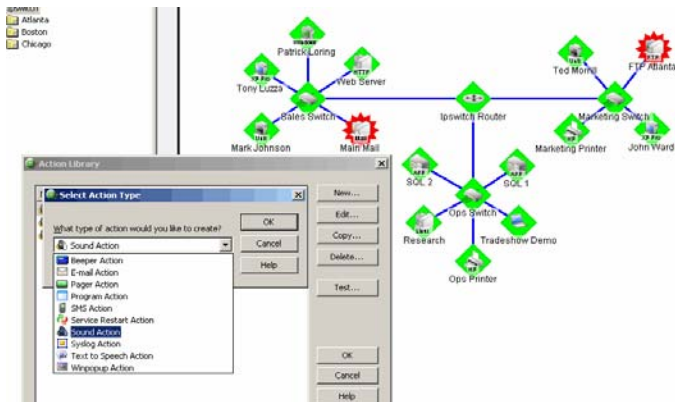


**IT Pattana offers you with Effective Network support tools**

IT Pattana has already implemented its Network Support tools and established its Support Operation Model. While utilizing IT Pattana's economy of scale Support Operation tools, we offer you a low price Proactive Network Monitoring system, and Helpdesk PC service without compromising our committed high quality service.

**LAN-WAN and Server admin with Remote Real Time Monitoring Tool**

Whats Up Gold is the IT Pattana's monitoring tool of choice. Whats Up performs real time Network Availability Status of your critical IT devices from LAN switch, WAN router, File server, Mail serve, Web server. Immediately when there is any device unavailable, the tool will email, send windows pop-up, or SMS our support team anytime anywhere.



**Cost Effective Helpdesk with Remote Troubleshooting Tool**

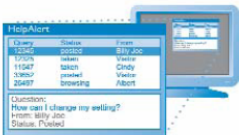
With high speed Internet access the effective Remote control software, IT Pattana can offer our Central Helpdesk support to you within your limited IT budget. By leveraging our IT Pattana Central Helpdesk Services, you can immediate access to our Central Help Desk pool with expert phone and VNC support and full escalation capability. Below steps show how VNC will work for our support.

How it works:

Step 1:



Step 2:



Step 3:



- Users notify IT Pattana Helpdesk Center via phone. Helpdesk starts a remote screen capture via VNC. Users click accept button to allow remote-support session

- Troubleshoot and resolve the problems Online including remote Viewing/Control, Remote reboot and reconnect

- Helpdesk still with the user over the phone and the user will see the activities to evaluate the resolution and the performance of the Helpdesk

**PC Helpdesk Support**

- ▶ Call Logging and Remote problem resolution VNC Remote Screen Control tool
- ▶ Low Cost support to fit your budgets by leveraging our pool of centralize support team

**LAN Server Admin**

- ▶ Real Time monitoring by our centralize support team
- ▶ Proactively problem detection and prevention

**Security Admin**

- ▶ Update with the latest Virus DAT file, and security patches
- ▶ Self audit and Proactively close any security holes in your systems

**Onsite Helpdesk**

- ▶ Call Logging and Dispatching the Deskside support team at the spot
- ▶ Fixed Cost rate at same your working hours

**Executive Support**

- ▶ Customized to fit to the Senior Executives IT special support needs
- ▶ Work closely with the Secretary to provide most IT support satisfaction to the Senior Executives

**Temporary Staffs Service**

- ▶ Trained Staffs suiting your Ad hoc or Project needs
- ▶ Painless Termination process after the staff services end