



## THE FACTS ABOUT IT OUTSOURCING

Many companies probably accept at least some level of IT outsourcing as a business necessity. Other enterprises embrace IT outsourcing as a critical component to a larger business strategy. Whether a company considers selective or enterprise-wide IT outsourcing, the benefits are both compelling and real.

Q: Who are IT Pattana?

A: IT Pattana is an IT Outsource company located in Rayong.

We provide IT Helpdesk support, Deskside support, Server administration for business in Rayong as well as Bangkok areas.

Q: Why would I outsource my in-house IT support, and Why IT Pattana?

A: Short answers; To SAVE your IT expense, and To IMPROVE IT support quality.

IT Pattana focuses on providing best IT support. Our customers have already utilized our high quality IT support, and gained the benefit of our economic of scale IT resources.

**Our IT contract is fixed price. You will not have cost over-run problem**

**Our IT support is a commitment with agreed start and end date.**

**5x8 or 24x7 support, No quit on you, No vacation from our central support team**

**We offer industrial standard support model; ITIL and ISO 27001**

**Our deliverables are committed and auditable.**

# Outsource your IT

In this uncertain economic time ...



SAVE your IT support cost  
FLEXIBLE to fit size of your business  
FAST ACTION, PRO-ACTIVE to support your core business  
NO LOOSE OF CONTROL. It's still your IT Support, ONLY BETTER.

It's time to ask through questions..... IT Pattana has the answers....

- How can I reduce IT expense and still able to expect the same level of support?
- What are the IT initiatives to help reducing my production and operation cost?
- How do I get reasonable, proactive IT recommendations to make my business more effective?
- My business relies on IT. Does my IT rely on an individual?
- My business needs an IT support, but not all the time. I cannot afford a full time IT staff.

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**ITPattana**  
Quality Outsource Service

"We deliver our commitments, so you can deliver on yours"

# IT outsource that fits for your business.

WHETHER YOU HAVE 50 PC OR 500 PC, WE ARE AT YOUR SERVICE

Your business needs IT support, but not all the time.

Your business needs 1 Full time IT support, but cannot afford a 2nd backup person

Your business needs End-to-End IT support to support critical productions

At IT Pattana, our IT support resources bring over 10 years of experience in IT support and implementation. We've already established a centralized IT support to support major customers in Rayong area.

Our IT resources are trained and certified with world class products and support standards; Microsoft MCP, Cisco CCNA, ITIL Support Best Practice, and Computer Security CISSP.

**We serve *right* IT outsource skills  
*that* you need, *when* you need.**

## IT SUPPORT SOLUTIONS

- IT HELPDESK SUPPORT.
- IT DESKSIDE SUPPORT.
- IT SERVER AND NETWORK ADMIN.
- IT APPLICATION SUPPORT.
- ITIL BEST PRACTICE.



### SUPPORT PACKAGE AND PRICE

#### **BASIS** : REMOTE SUPPORT

We can save more than 70% of unnecessary onsite support and traveling expense. Our Remote Support price starts at as low as 9,000 THB per month.

#### **ONSITE\*** : SCHEDULED OR EMERGENCY

For some hardware or network problems, we will be required to be onsite to troubleshoot. Our onsite rate starts at 3,000THB per visit.

#### **ONSITE** : FULL TIME EQUIVALENT

Dedicated IT support at your premise to immediate action to your critical Production. Our onsite FTE rate starts at 40,000 THB per mth.

\* Onsite Scheduled or Emergency requires a Remote Support

### IT PATTANA SITE REFERENCES

We are proud to present you with our customer site reference who have benefited from our IT Outsourcing support.

- Jelly Belly (Thailand) Ltd
- Air International Thermal Systems (Thailand) Ltd
- Purac (Thailand) Ltd
- Thai Oil Tools Co.,Ltd
- Electronic Data System (Thailand) Ltd
- Watsons (Thailand) Ltd
- And more .....



### Understand your Business

IT Pattana assigns 1 account manager to each of customer accounts. This is to guarantee that the support team understand your business priority and criticality. At the same time, he or she will be the contact point for your support escalation.



### Risk free and Hassle free support

It's still your IT support, only BETTER.

As a deliverable, we will deliver you a world standard IT process documents ever required for supporting an IT. We will develop this document within the first 3 months and continue updating as a the support goes. At the end the contract, whether you decide to continue with IT Pattana or get a new IT support party, this IT process document will provide a smooth hassle free transition of your IT support.



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