
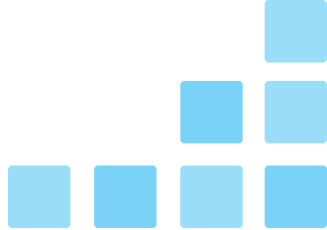


ECS

...Technology is a tool
people make the difference...


CISCO

UCS
Service Promotion



End user & Dealer Nationwide Coverage

Sale

- Installation
- SW License
- MA contract
- Part selling

Delivery

- Repair
- Installation
- Implementation
- Onsite CM :PM

Support

- RMA
- Helpdesk
- Call center
- Testing & Pack
- Spare part inventory

One Stop Service Shopping



Counter service



Delivery



installation



Call center



Training



Onsite repair



Repairing



MA/SLA



Infrastructure

3

2

...Technology is a Tool,
People Make the Difference...



Responsibility of Phone Support



...Technology is a Tool,
People Make the Difference...





Total Dealer
support Product
and service

Nationwide
coverage

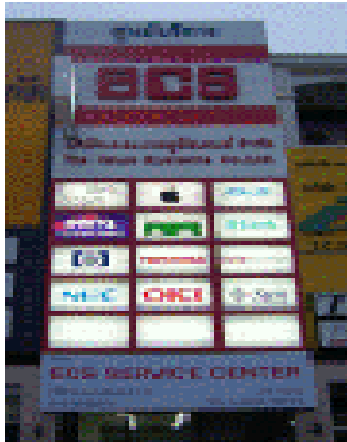
Certify Readiness

ECS
Differentiated

Flexible &
Customize

Variety of services

12 Branches Network Operation **ECS**



Northern/2

Northeast/ 2



Southern/3

Eastern 1



6
 ...Technology is a Tool,
 People Make the Difference...



Bangkok service center



ECS

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Asia Space Creator

...Techn⁷ology is a Tool,
People Make the Difference...



Authorize Service Center



Laptop

Printer

others



Lexmark



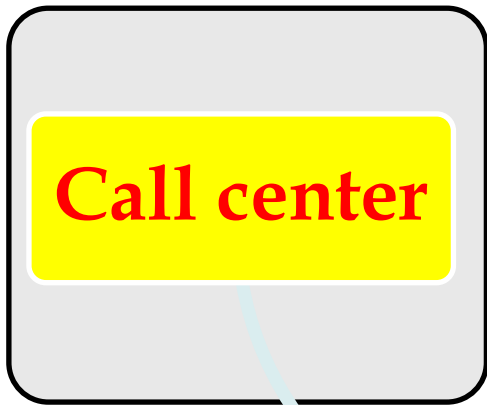
Belkin



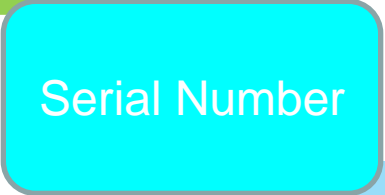
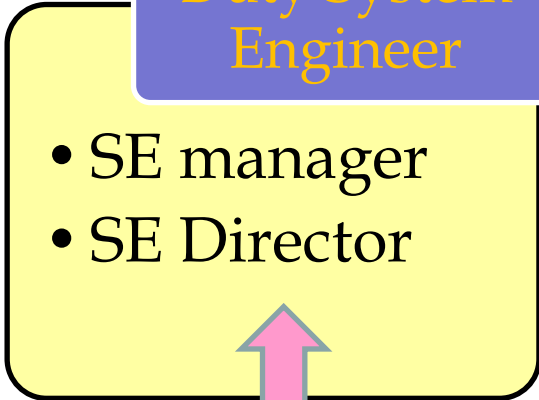
Simple Way to call service



0 2661-6909



Callcenter@Value.co.th



K. Jackkrid
K. Veerasak

Enterprise product Delivery Capability

PCS

ORACLE®


CISCO™


redhat


Sun
microsystems


Symantec™

IBM®

VM Ware

McAfee®

Microsoft
AUTHORIZED

Distributor

 NETSCOUT.




NetApp®
Simplifying Data Management


CITRIX®


FUJITSU

...Technology is a Tool,
People Make the Difference...



BKK & Provincial City

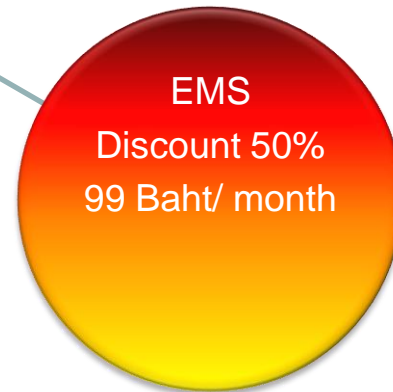


Windows
Redhat
Solaris

Vmware
Symantec
ETC.



PM online 4 times/yr



Scope OF Work



Mission : To Support Cisco

Jan 26th 2011

Thank You

