

## Sample Case of MAT Support: Siam Orient Electric Co.,Ltd.

### Client Information

<b>Company Name</b>	SIAM ORIENT ELECTRIC CO.,LTD.
<b>Business Description</b>	Manufacturing and sales of Industrial Electrical Components
<b>Product Line</b>	Automation Control Systems, Electronics, IT Devices, Embedded PCs
<b>Head Office</b>	700/73 Moo 5, Amata City Chonburi Industrial Estate (Amata Nakorn), Bangna-Trad Rd., Klongtamru, Mueang, Chonburi 20000 Thailand
<b>Establish Date</b>	June, 1988
<b>Employees</b>	250



### Interview with Mr. Mitsuru Kageyama (Production Control & Purchase Manager)

**Q:** Mr. Kageyama, When did you start working in Thailand as a expat?

**A:** When the Audit firm in Japan pointed out the problems of inventory evaluation and cost management, I have been assigned to build the systematization in Thai subsidiary company. Until then, only excel was used to manage all processes but since 2011, we have started to install and fully operate the Production Management System (McFrame CS), Accounting System (McFrame GA) and Cost Management System(McFrame CS). First time, I only visited Thailand as a business trip from Japan but after these systems have started to operate. I have worked here as an expat since then. We have been using MAT support services since 2012.



**Q:** Have you ever had any options for having an own IT staff in the office?

**A:** Regarding the company size, a full time IT staff is unnecessary and we thought it would be difficult for our company to deal with a wide range of problems such as hardware, network, Windows OS and ERP systems.

**Q:** How is MAT engineer's working especially Thai staff?

**A:** They are taking care of us very smooth.

It was happened our office staff felt comfortable to inquire MAT engineers about all kinds of problems even if some can be solved internally.

Now, when we ask MAT service support, I consider the level of problem first except for hardware and network system.

**Q:** Could you tell us what are the good points to use our services?

**A:** Today, I am interviewed in regards to "maintenance service" by MAT. Not only this service but I also feel the management of the versions of Windows OS and MS Office are a bit complicated.

MAT provides consultations on IT in general, and it is convenient that we can depend on all system installations and those maintenance jobs as a one stop service.

In addition, MAT professional engineers who support hardware, network system, Windows OS, database and office system in those fields which make me feel trustworthy.

**Mr. Kageyama,**

**Thank very much for using your precious time with us today.**