EMERGING DIGITAL SOLUTIONS

VIENTIANE · SINCE 2013

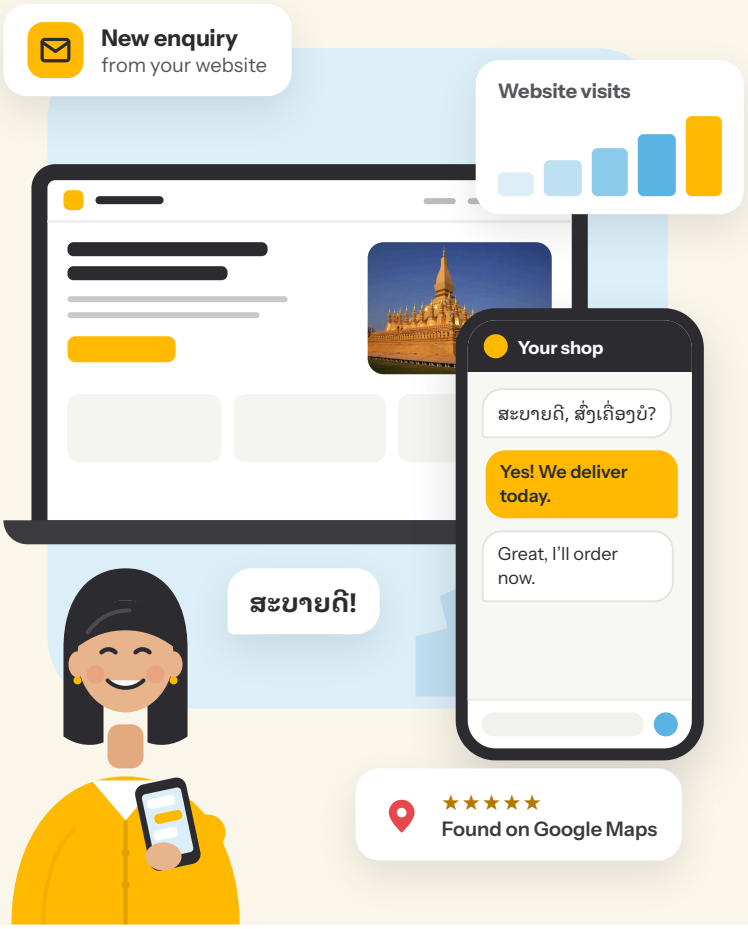
Supporting Lao SMEs since 2013

Helping Lao SMEs grow, run and modernise

Marketing, websites, CRM and ERP systems, company email, custom software and AI, all from one accountable team in Vientiane. You focus on your business. We handle the digital side.

Free Digital Health Check →

Results in 24 hours



Everything your business needs, in one place

Inside this brochure

p. 2 **Digital marketing** — Found on Google, Maps and Facebook

p. 3 **Websites & online shops** — Visits that become enquiries

p. 4 **CRM** — Never lose a lead or a follow-up

p. 5 **ERP / business system** — Sales, stock, money and people

p. 6 **Microsoft 365 & email** — Company email, Teams and files

p. 7 **Custom software & IT** — Systems built around how you work

p. 8 **AI & automation** — Answers and admin, automated

p. 9 **Free Digital Health Check** — Where to start, in 24 hours

In Vientiane since 2013 · 19+ Lao clients served · Lao & English service · One accountable team

Not sure where to start? Ask us, free.

We review your website, Google, Facebook and tools, and send clear recommendations within 24 hours (Mon–Fri).

eds.la · WhatsApp +856 20 5888 6182

Book in one scan
Point your phone camera here →

Marketing that turns searches and scrolls into customers

We get you found on Google and Google Maps, run Facebook and Google ads with one clear goal, manage your social media, and show you each month what it brought in.

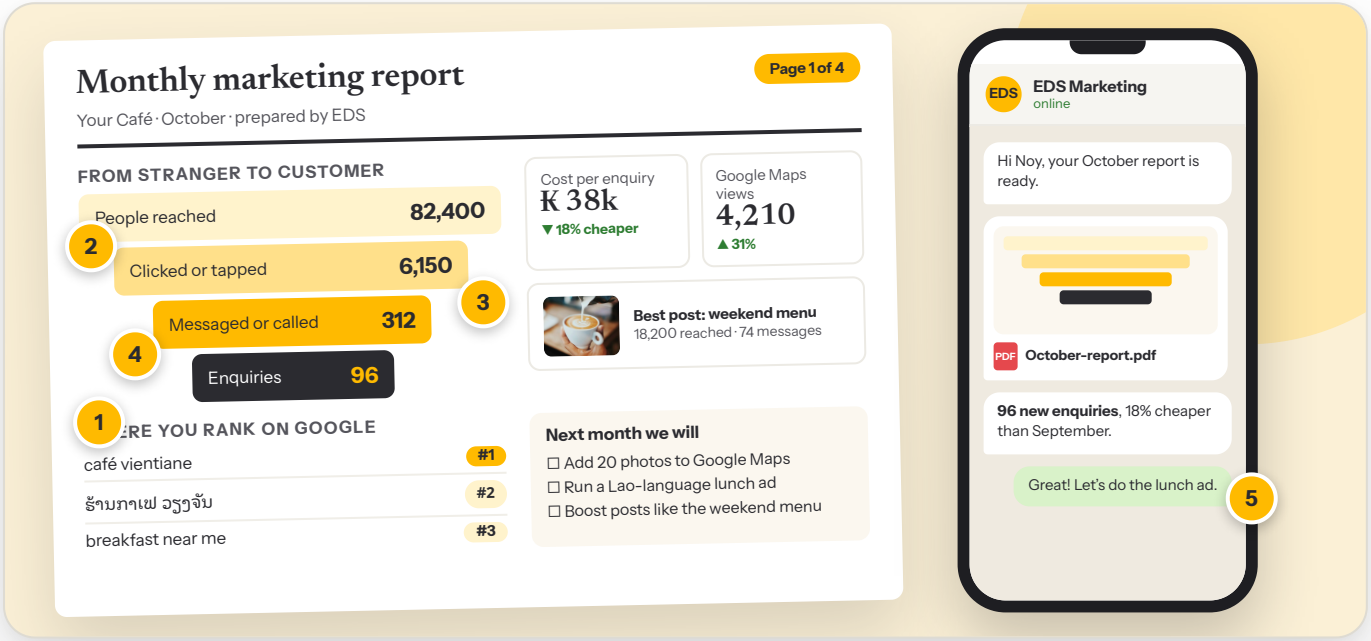
SOUND FAMILIAR?

"I post on Facebook every day, but I can't tell if it brings customers."

Like Noy, a café owner in Vientiane

Your monthly results report, sent to your phone

Sample report · markers match the steps below



What we do for you

Mix and match, or run it all as one monthly plan

Google search (SEO)
Rank for what customers type, in Lao and English.

Google Maps profile
Photos, hours and reviews that win nearby buyers.

Facebook & Meta ads
Targeted to buyers, tested, one goal each.

Google Ads
Appear the moment someone searches to buy.

Social media content
Planned, designed posts in Lao and English.

Enquiry handling
Messages answered and passed to your team.

PR & news articles
Your news on VientianePost.com, you approve first.

Monthly report
Plain results and next month's plan.

How a stranger becomes your customer

What we set up at every step

1. **Found** — They search on Google or Maps and see you first.
2. **Interested** — A post or ad on Facebook catches their eye.
3. **Contact you** — One tap to call, message or WhatsApp.
4. **Become a lead** — Every enquiry is counted, answered and followed up.
5. **Report & improve** — We do more of what works next month.

✓ **Enquiries, not just likes**

✓ **Ad budget spent where it works**

✓ **Clear numbers every month**

A website that works as your best salesperson

Customers check your website before they call. We build sites that load fast on any phone, answer their questions, and turn visits into quotes, bookings and sales, then we look after them.

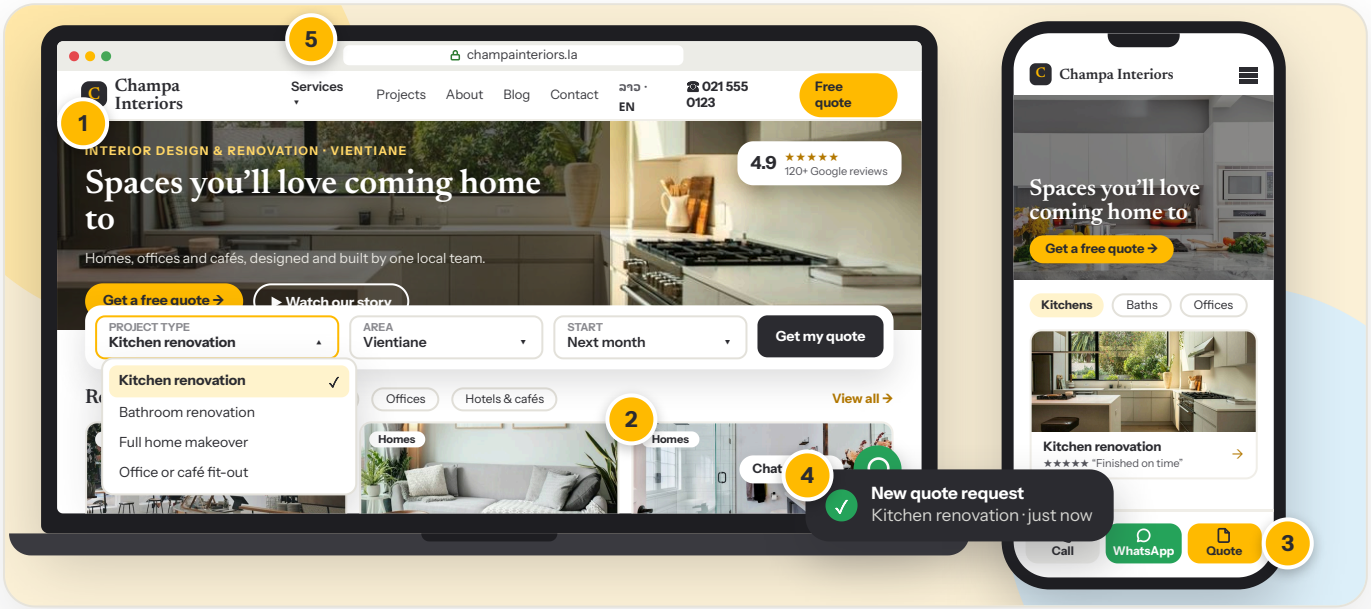
SOUND FAMILIAR?

"Clients ask for my website before they trust me with their home."

Like Bounmy, a renovation contractor

What your customers see, on laptop and phone

Sample design for a renovation company · markers match the steps below



What every site can include

Built to fit your business, not a template

Your own design
Your brand, photos and story, not a template.

Fast on every phone
Mobile-first, secure (SSL) and quick to load.

Quote & booking forms
The right questions, sent to the right person.

Call & WhatsApp buttons
One tap to reach you from every page.

Online shop
Products, cart and secure payments.

Ready for Google
SEO structure and Google tools set up.

Lao + English
Switch languages with one click.

Monthly care
Updates, backups, security and new content.

How a visit turns into business

And what happens behind the scenes

1. **Visitor arrives** — From Google, Facebook or a QR code.
2. **Finds answers** — Clear services, real projects and reviews build trust.
3. **Takes action** — Taps call or WhatsApp, or orders online.
4. **You're notified** — Quote requests land in your inbox or CRM instantly.
5. **We keep it healthy** — Secure, backed up and up to date, every month.

✓ More enquiries from visitors ✓ Credible to partners & tenders ✓ Always secure and current

CRM: never lose a customer or a follow-up again

One shared system for every customer, deal, quote and follow-up. Your team sees who to call today. You see your sales at a glance, from any phone.

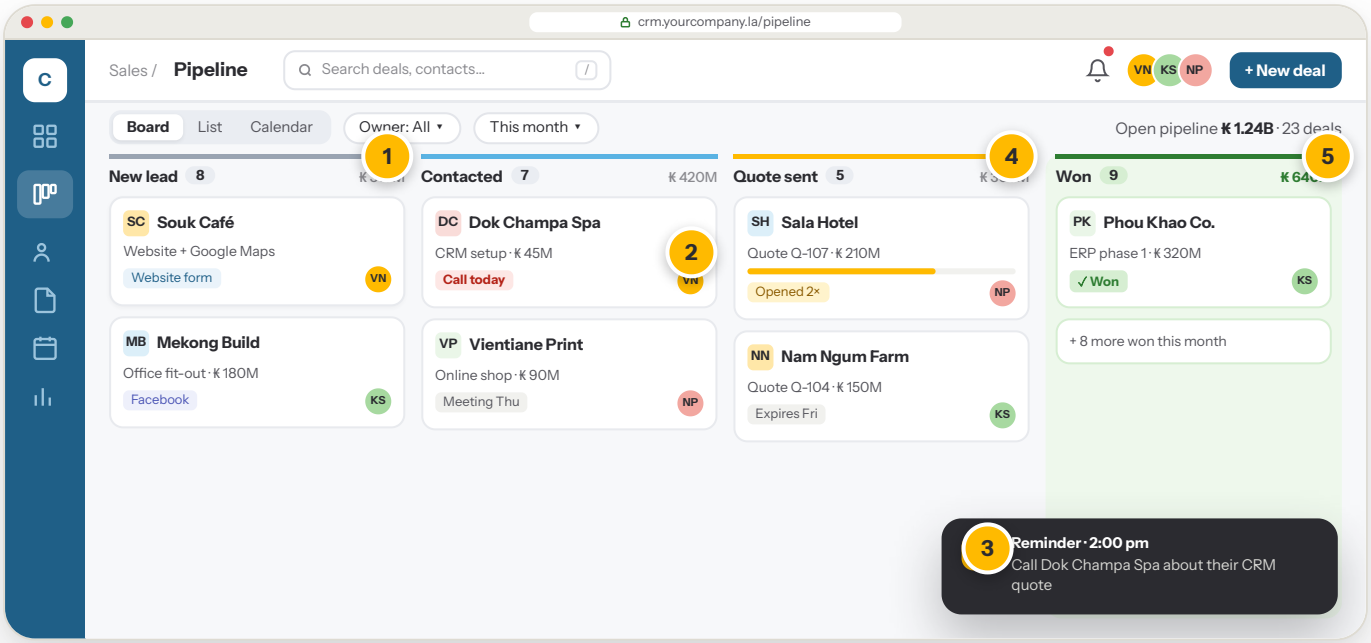
SOUND FAMILIAR?

"Our leads live in staff phones. When someone leaves, their customers go too."

Like Vanh, sales manager at a distributor

Your sales pipeline, on one board

Sample screen · markers match the steps below



Key features

Customer records
Contacts, companies, notes and full history.

Sales pipeline
Drag deals from new lead to won.

Follow-up reminders
Every call and visit, on time.

Quotes & proposals
Create and send in minutes.

Auto lead capture
Website forms and Facebook leads saved for you.

Team roles
Each person sees what they need.

Sales reports
Won deals, sources and staff results.

Phone & Lao/English
Works on mobile, in both languages.

How one customer moves through your CRM

From first message to closed deal

1 Lead comes in
A website form or Facebook message is saved automatically.

→

2 Assigned
The right salesperson is notified on their phone.

→

3 Follow up
Reminders keep every call on time. Notes are logged.

→

4 Send a quote
Built from the CRM and tracked until a decision.

→

5 Won & reported
You see sales by person and source instantly.

✓ No more lost leads ✓ Faster replies to customers ✓ Sales numbers any time

ERP: run sales, stock, money and people in one system

Replace separate spreadsheets, paper receipts and approvals over chat with one system the whole company works in. Every department sees the same numbers, in Lao and English.

SOUND FAMILIAR?

"I only know my real stock and cash at the end of the month."

Like Mr Somsak, building supplies, 2 branches

The owner's control centre, live

Sample screen · markers match the steps below

Modules you can start with

Pick what you need now, add more later

Sales & invoicing
Quotes, orders, invoices and receipts.

Purchasing
Requests, purchase orders and suppliers.

Inventory
Stock by warehouse, low-stock alerts.

Finance & payments
Payments, installments, expenses, cash.

HR & payroll
Staff records, leave and monthly pay.

Projects & job costs
Budget vs actual for every project.

Approvals & audit log
One-tap approvals, every change recorded.

Reports & dashboards
Profit, stock and cash, updated live.

One order, from start to finish

Every department works in the same system

1 Order received
Sales records it. Stock is reserved automatically.

→

2 Stock checked
Low stock creates a purchase request for you.

→

3 Manager approves
One tap on the phone. Every action is logged.

→

4 Deliver & invoice
Delivery note and invoice printed in Lao or English.

→

5 Paid & reported
Payment recorded. Your dashboard updates instantly.

✓ **One set of numbers for everyone**

✓ **Less paperwork, fewer errors**

✓ **Decisions from live data**

Company email and teamwork tools, set up properly

Email on your own name, Teams meetings, shared files and Office apps on every device, with security switched on. We move you across and support your team locally.

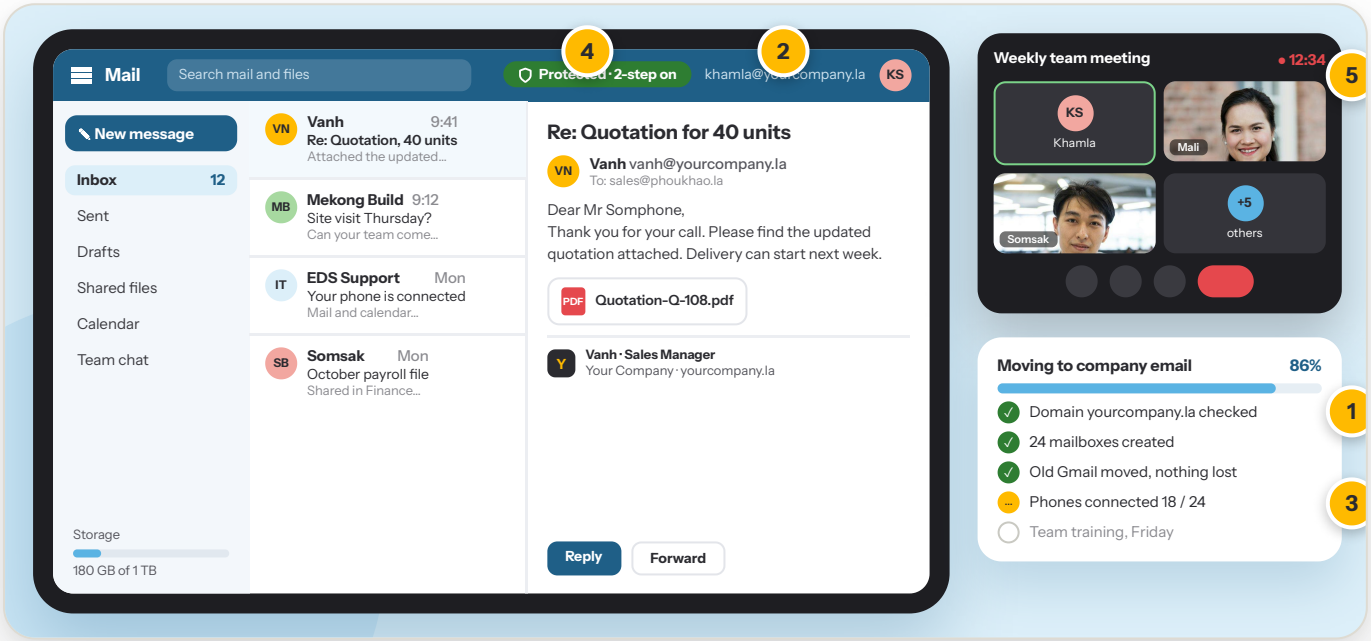
SOUND FAMILIAR?

"Half our staff use personal Gmail. I worry about our client files."

Like Khamla, office manager at an accounting firm

Your team's new workspace: company email, meetings and files

Sample screens · markers match the steps below



What your team gets

Microsoft 365, managed by a local team

Email on your name
name@yourcompany.com on every device.

Teams meetings & chat
Meet and message without personal apps.

Shared files
1 TB each, shared folders by team.

Word, Excel, PowerPoint
On web and phone, edit together live.

Shared calendars
Book rooms, meetings and customer visits.

2-step sign-in
A stolen password alone isn't enough.

Staff join & leave
Mailboxes stay with the company.

Local helpdesk
Help with email, devices and accounts.

How we switch you over

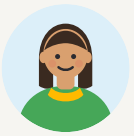
Your team keeps receiving email throughout

1. **Check** — Your domain and how email works today.
2. **Create** — An account and mailbox for each person.
3. **Move** — Old emails, contacts and calendars come across.
4. **Secure** — 2-step sign-in, spam filtering, right access.
5. **Connect & train** — Phones, laptops and a session for your team.

✓ Look established to customers ✓ Company keeps its data ✓ Work anywhere, securely

Custom software, built around how you already work

When ready-made tools don't fit, we design and build the system you need: portals, booking tools, approval flows and dashboards, connected to what you already use, and planned so the project lands on time.



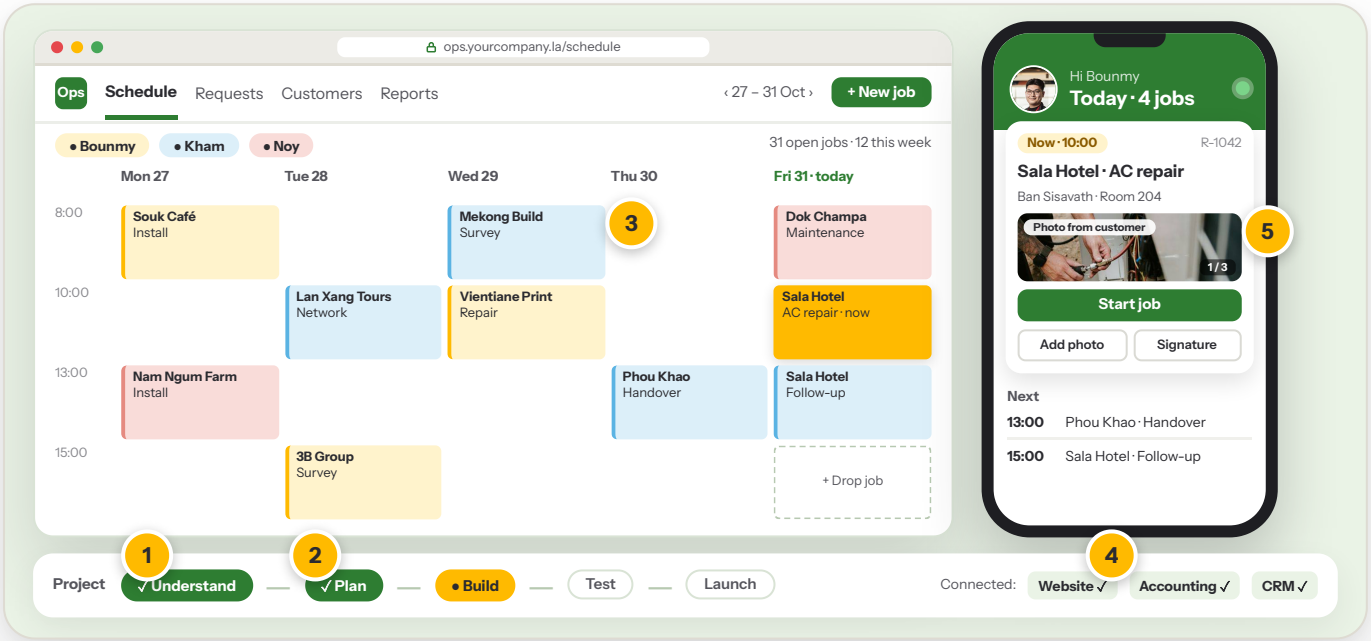
SOUND FAMILIAR?

"Our bookings live in three spreadsheets and a notebook."

Like Douangchai, hotel and tours owner

Example: a job-scheduling system with a field-staff app

Sample system · markers match the steps below



What we build and manage

Software development plus IT consulting

Web apps & portals
Customer, staff or partner portals.

Booking & scheduling
Rooms, services, staff and resources.

Approval workflows
Requests that route to the right person.

System connections
Website, CRM, accounting, payments linked.

Spreadsheet replacement
Simple apps instead of fragile Excel files.

IT assessment
What you run, the risks, what to fix first.

IT project management
Suppliers coordinated, risks tracked.

Networks & cloud
Advice on devices, networks and cloud.

How we build your system

In stages, so you see progress all the way

1 Understand
We map how your team works today.

2 Plan
A written plan: priorities, budget, milestones.

3 Design & build
Screens you approve, built step by step.

4 Connect & test
Linked to your tools, tested with real data.

5 Launch & support
Team trained. We monitor and improve.

✓ **Software that fits your work** ✓ **Systems that talk to each other** ✓ **Projects delivered to plan**

Practical AI that answers customers and saves staff hours

An AI assistant that replies day and night from your own information, plus automations that do the copying, reminding and reporting. Start with one task, measure the time saved, then grow.

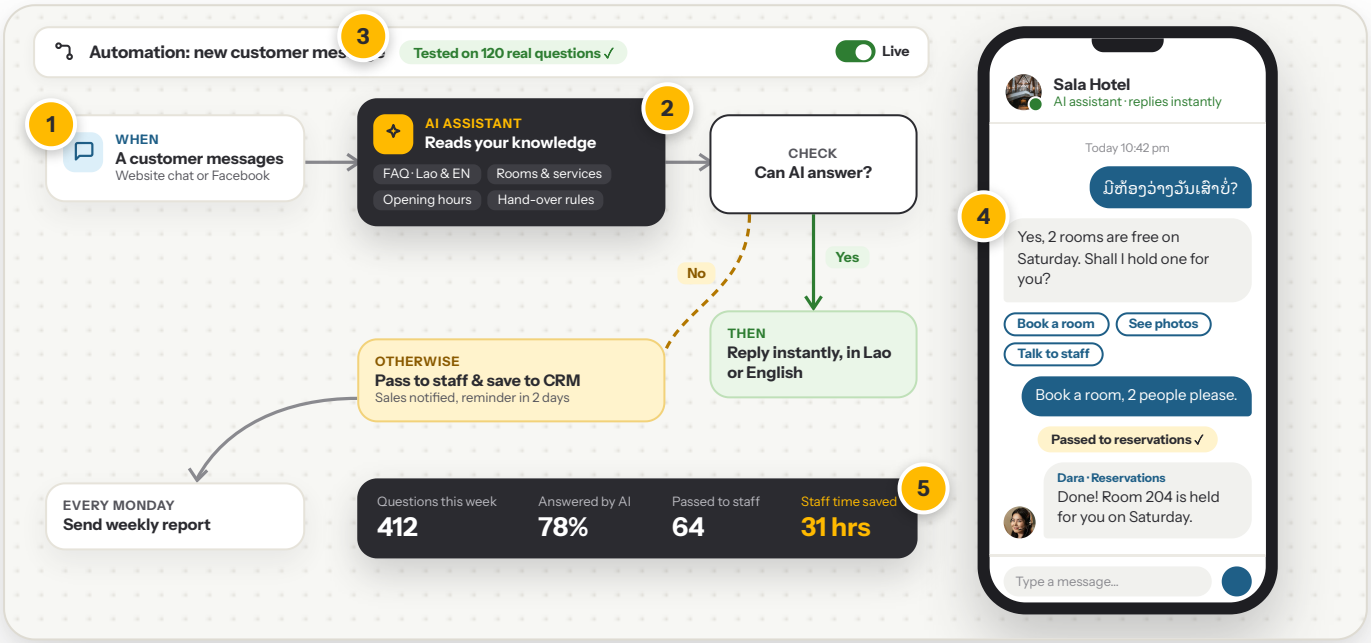
SOUND FAMILIAR?

"We answer the same questions on Messenger every night until midnight."

Like Dr Phet, dental clinic owner

Your AI assistant: how it works, and what customers see

Sample workflow · markers match the steps below



What AI can take off your team's plate

You choose where to start

Customer chat assistant
On your website or Facebook page.

Staff onboarding helper
New staff find policies and answers fast.

Company knowledge search
Ask your documents in plain language.

Lead follow-up
Leads saved, staff alerted, reminders set.

Forms & documents
Details typed into your system for you.

Automatic reports
Weekly numbers prepared without effort.

Hand-over rules
AI knows when to pass to a person.

AI training
Hands-on, bilingual workshops for teams.

How we bring AI into your business

Start small, scale what works

1. **Pick one task** — The repetitive job that costs the most time.
2. **Add your knowledge** — FAQs, documents and rules, in Lao and English.
3. **Build & test** — With your real examples and hand-over rules.
4. **Go live** — On one channel first, watched closely.
5. **Measure & grow** — Hours saved each month, then the next task.

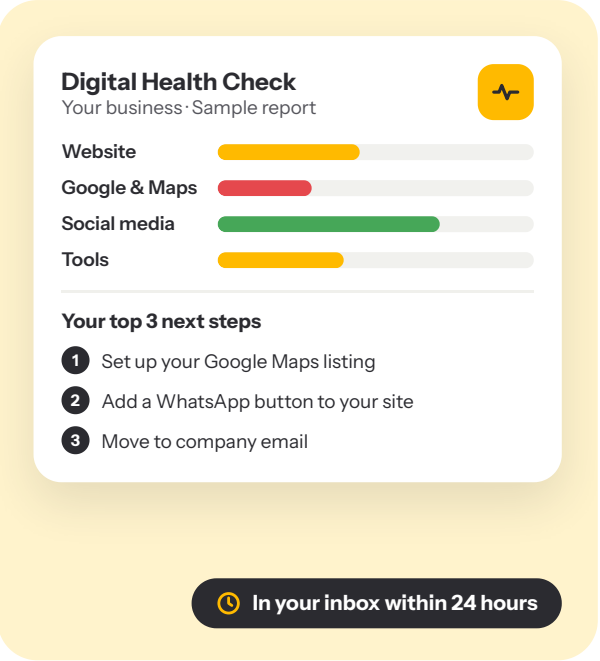
✓ **Instant answers, day and night** ✓ **Hours of admin saved weekly** ✓ **Staff focus on real customers**

Start with a free Digital Health Check

Tell us about your business in about 2 minutes. We review how you show up online and how well your tools support your team, then send clear next steps within 24 hours (Mon–Fri). No obligation.

WHAT WE REVIEW

- Your website
- Google & Maps
- Social media
- Ads, if you run them
- Email & business tools
- Where AI could help



How working with EDS goes

1. **Free check** — A 2-minute form, results in 24 hours.
2. **Talk to an expert** — We walk you through what we found.
3. **Clear proposal** — What we'll do, when, and what's included.
4. **You approve** — Designs and content, before going live.
5. **We deliver** — Built, launched and your team trained.
6. **Ongoing support** — Monthly reports, same local team.

Why businesses choose EDS

- **Local since 2013** — We know how Lao customers buy.
- **One team, one contact** — No juggling five suppliers.
- **Built to fit you** — Custom work, not one-size-fits-all.
- **Results you can see** — Plain-language monthly reports.
- **You own your accounts** — Ads and email in your name.
- **Lao & English** — Content, support and training.

Trusted by PDC3 · BNI Laos · Young Entrepreneurs Association of Laos · Lao Best Brand Association · K-TEC · Vientiane Post

Book your free check today

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