



KST GROUP
Innovation and Technology Department

Date: 9 April, 2024

Lao New Year Holiday IT Support Announcement

Dear All,

As we approach the festive period of the Lao New Year, celebrated from **April 13th to 18th, 2024**, we wish to ensure that our operations continue smoothly during this significant holiday closure. Understanding the critical nature of our IT infrastructure and its operations, we have arranged for a dedicated support system to address any IT-related issues that may arise during the holiday period.

Please find below the list of our dedicated support personnel, who will be available to provide both onsite and remote assistance:

POS CW Problem Support

Support Type:	Onsite/Remote Support:
Name:	Mr. Vinat SINGHALATH
Position	IT Support
WhatsApp	020 98052428
Line ID	nvn5777790
Signature	


Application Management Support


Support Type:	Remote Support:
Name:	Mr. Vongsakone THANONGKEO
Position	Application Management
Whatsapp	020 56699594
Line ID	vongsakonevone

Signature	
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KST Group Server / Network Support

IT Operation and Infrastructure Support

Support Type:	Onsite/Remote Support
Name:	Mr. Phoumsavanh XAIYAPHONH
Position	Network & System Administrator
WhatsApp	020 9789 1569
Line ID	cyber-7
Signature	

Support Type:	Remote Support
Name:	Mr. Saymy NORTHONGPARSIRT (MUED)
Position	IT Operation & Infrastructure
WhatsApp	(+856 20) 56565601
Line ID	mued_sm5656
Signature	

During the holiday period of **April 13th to 18th, 2024**, should you encounter any IT-related issues, please do not hesitate to contact the relevant support person through the provided communication channels.

We wish everyone a joyous and safe Lao New Year. May this period bring prosperity and happiness to you and your families.

Sincerely,

NORMAN L. CUNANAN

IT Manager

Norman Cunanan
IT Manager

020 78075820

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