

# EEC Newsletter

EASTERN ECONOMIC CORRIDOR OFFICE (EECO)



## EEC One Stop Service (EEC-OSS)

*The Comprehensive Platform for Investment Services in the Eastern Economic Corridor*

Navigating complex regulations, coordinating with multiple government agencies, and facing uncertain timelines are challenges that have long burdened investors. Recognizing these pain points, the Eastern Economic Corridor Office (EECO) developed the EEC One Stop Service (EEC-OSS) - a comprehensive digital platform designed to cut through the red tape. By streamlining the entire investment journey from start to finish, EEC-OSS reduces compliance costs and operational barriers, delivering speed, accuracy, and transparency.

### EEC-OSS Smart Features: Designed for Your Convenience

The system empowers business operators through five intelligent features, each designed to deliver tangible benefits:

#### 1. Smart Start – Eliminate Uncertainty from Day One

Designed to provide immediate clarity on regulations and prevent costly missteps, **Smart Start** guides investors through a pre-licensing assessment that identifies all applicable regulations and required licenses for your specific business type. This capability enables investors to prepare accurate submissions from the very beginning, significantly reducing rejection risks and saving valuable time.

#### 2. Smart ID - Access Everything with Single Sign-On

**Smart ID** offers true mobility and ease of access. Business operators register just once using an organizational email to create a single account that works across all services. This unified access eliminates the need for in-person visits, allowing you to manage your investment dashboard anytime, anywhere, on any device.

### 3. Smart Form & Doc - Fill Once, Use Everywhere

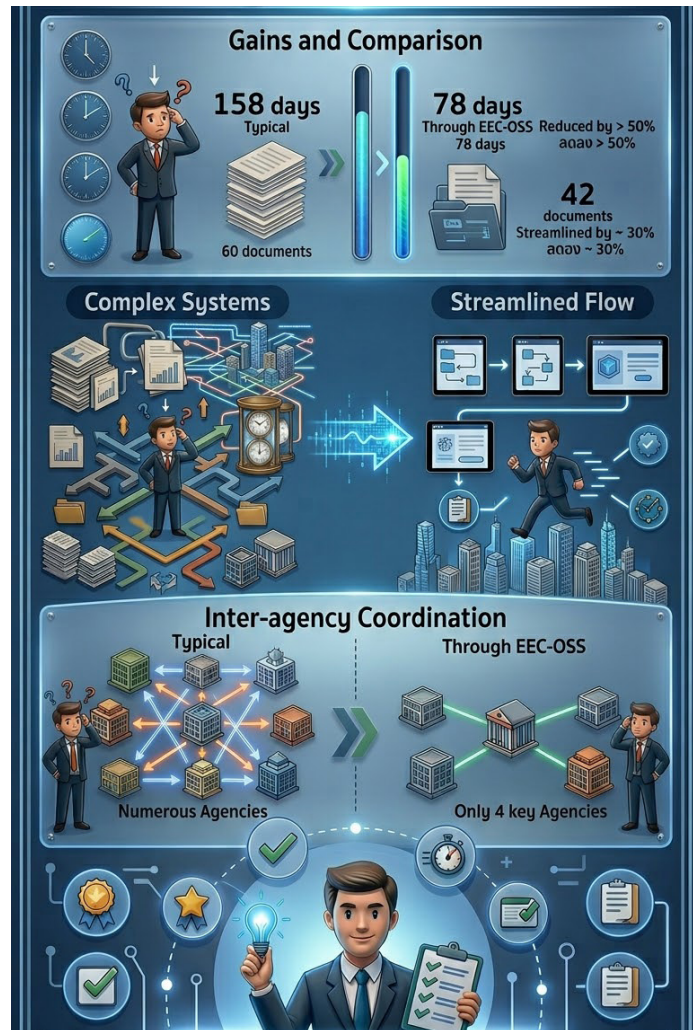
**Smart Form & Doc** ends the cycle of repetitive paperwork and manual errors. The system securely stores your data and integrates with key government databases, including the Department of Business Development (DBD), the Department of Provincial Administration (DoPA), the Council of Engineers of Thailand (CoE), and the Digital Government Development Agency (DGA). This integration drastically reduces form-filling steps and accelerates the application process through the use of verified digital data.

### 4. Smart Track & Pay - Online Tracking and Payment

Stay in control of your timeline without the guesswork. **Smart Track & Pay** provides 24/7 status updates through an intuitive dashboard, identifying responsible officers and expected timelines, coupled with a secure online payment gateway. This empowers you to manage your project with confidence and settle fees instantly without visiting government offices.

### 5. Smart License - Digital License

With **Smart License**, you never have to worry about lost or damaged physical documents again. Licenses are issued as secure Digital Permits that can be downloaded, verified, or presented to other agencies instantly. This provides a permanent, accessible digital record of your business compliance history.



## Enhanced Efficiency through the EEC-OSS

A comparative review highlights substantial efficiency gains for applications submitted through the EEC-OSS. Processing time has been reduced by more than 50%, shortening the overall timeline by nearly half. Document requirements have been streamlined by approximately 30%. Inter-agency coordination is also significantly simplified, limiting engagement to fewer relevant agencies.

For example, establishing a factory typically requires approximately 158 days and 60 documents. Through EEC-OSS, this process is streamlined to just 78 days, 42 documents, and engagement with only 4 key agencies. These measurable improvements reflect EEC-OSS's contribution to a more streamlined and convenient experience for business operators.





## Supporting You at Every Stage of the Investment Lifecycle

Instead of isolated services, EEC-OSS is designed to support investors through a cohesive journey at every stage of the investment lifecycle:

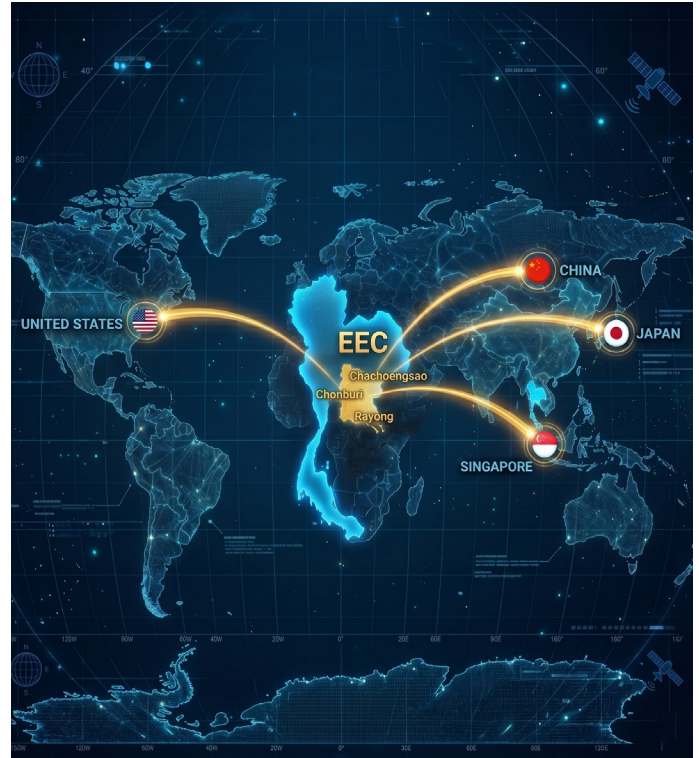
- **Zone Establishment & Planning:** Use Promotional Zone Services to establish or modify special economic zones, enabling you to develop dedicated business areas with specialized infrastructure tailored to your project.
- **Feasibility & Benefits:** Leverage EEC Incentives Services to maximize your return on investment through clear eligibility assessments and privilege monitoring.
- **Operation & Compliance:** Utilize e-Licensing Services for streamlined approvals under 7 relevant laws, ensuring your business remains compliant with minimal friction.
- **Ongoing Support:** Access e-Consulting Services anytime via AI Chatbots or schedule deep-dive sessions with experts at our Bangkok and Chonburi offices, ensuring you have the right information whenever you need it.

## Connecting Investors through the EEC-OSS Platform

The EEC-OSS platform bridges the gap between digital efficiency and human expertise, integrating advanced technology with personalized advisory services to provide seamless investor support throughout the investment journey.

## Platform Usage and User Engagement

More than just a digital tool, the EEC-OSS has evolved into a dynamic engagement hub for the investment community. Its multi-channel model - blending AI precision with human insight - ensures that you can access critical information through the method that best fits your working style, whether online or offline. This proactive approach transforms the user experience from simple transaction processing into active engagement. By significantly improving accessibility and response times, the platform builds confidence and momentum across every stage of the investment lifecycle.



### Diverse Service Access Channels

We understand that business questions arise around the clock, which is why EECO offers flexible support on your terms. The AI Chatbot, active 24/7 on both the platform and Facebook, acts as your instant digital assistant - resolving frequently asked questions immediately and guiding you to the right services or experts when complex needs arise.

For deeper strategic discussions, the e-Consulting system facilitates scheduled expert sessions. Meanwhile, traditional channels remain a cornerstone of our service; phone lines and walk-in centers in Bangkok and Chonburi are always open for investors who value face-to-face consultation and detailed document reviews.

### Key Areas of Investor Interest

Platform activity reveals that investors are laser-focused on value maximization. The high volume of inquiries regarding Promotional Zone services and EEC Incentives indicates that businesses are actively seeking to leverage specialized infrastructure and tax benefits to ensure their project's long-term viability. This trend demonstrates that investors rely on the platform not just for general data, but as a strategic tool to unlock specific competitive advantages.

### Global Reach and Growing International Interest

The platform's user base serves as a barometer of global confidence. Strong engagement from major economies - including Singapore, the United States, China, and Japan - signals that the EEC is increasingly recognized as a strategic hub for international supply chains. This global traction validates the platform's role in connecting the world's leading businesses to opportunities in Thailand.

### Most Sought-After Information

Analytics provide a clear window into the strategic mindset of our investors. Our users focus on three critical areas: (1) Investment opportunities, (2) Incentive privileges that drive ROI, and (3) Licensing procedures. Additional focus on land use regulations highlights a demand for location-specific clarity.

These patterns reflect investors' systematic approach - from initial site selection and incentive assessment to regulatory approval and project implementation.



## Looking Ahead

EECO is dedicated to continuously upgrading the EEC-OSS to offer a smarter, more predictive investment experience. Future developments will focus on deeper digital integration and seamless inter-agency coordination, designed to eliminate uncertainty and streamline your path from planning to execution. We invite you to be part of this digital transformation, ensuring your business stays ahead in an evolving regulatory landscape.

## Start Your Investment Journey

Experience the future of investment services today. Explore our comprehensive digital tools at <https://eecoss.eeco.or.th> or engage directly with our advisory experts at our offices in Bangkok and Chonburi to begin your investment journey today.