



# FREQUENTLY ASKED QUESTIONS

## hamma Studio – Working With Us

hamma Studio makes offshore support simple and reliable. You get a dedicated team member in Bangkok with clear processes, secure systems, and consistent delivery. We handle the recruitment, setup, and management so you can focus on performance, not admin.

The FAQs below explain how we work and what you can expect when you partner with us.



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## What is hamma Studio?

hamma Studio is an **offshore execution partner** based in Bangkok.

*We help you:*

- ✔ buy back your time
- ✔ stay ahead of your workload
- ✔ scale without the cost of hiring locally.



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## What services do you provide?

*We support four core areas:*

- ✔ Construction & Engineering Support
- ✔ Marketing & Creative Support
- ✔ Business & Administration Support
- ✔ Finance & Back-Office Support

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YOU BRIEF > WE MANAGE > WORK DELIVERED

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## How does your offshore model work?

You get dedicated support on the terms you choose – **project-based, contract, or full-time** – all delivered through our structured systems and management.

You brief the work and we handle the recruitment, HR, payroll, workspace, software, IT, and local compliance so you can focus on performance, not administration.



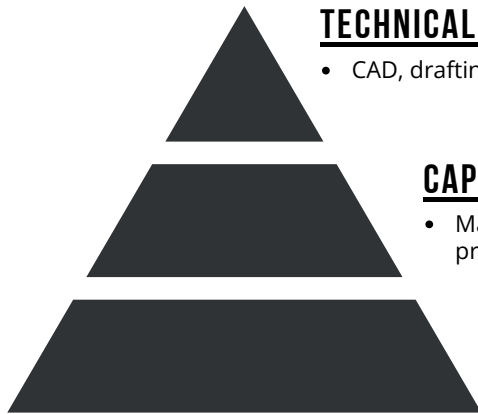
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## Who employs and manages the staff?

Your team member is employed and managed by hamma Studio in Thailand, with **Australian-led oversight** so you don't have to worry about managing an overseas employee.

*“You provide day-to-day direction. We take care of HR, contracts, payroll, performance support, and communication oversight.”*

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## TECHNICAL

- CAD, drafting, engineering support, estimating, complex workflows.

## CAPABILITY

- Marketing support, project coordination, bookkeeping, procurement admin.

## FOUNDATION

- General admin, inbox management, customer service admin, document control.

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## How does pricing work?

*We price based on capability level:*

- Foundation    
 ● Capability    
 ● Technical

Each tier matches the skill, experience, and output required.



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## What is included in the price?

*Everything required for a full-time offshore team member:*

- |  |                                    |
|--|------------------------------------|
| ✓ Salary and benefits                    | ✓ Workspace in Bangkok             |
| ✓ Hardware, IT setup, software           | ✓ HR and payroll                   |
| ✓ Local insurance and compliance         | ✓ Microsoft 365, SharePoint, Teams |
| ✓ Daily updates and structured workflows | ✓ Management support               |

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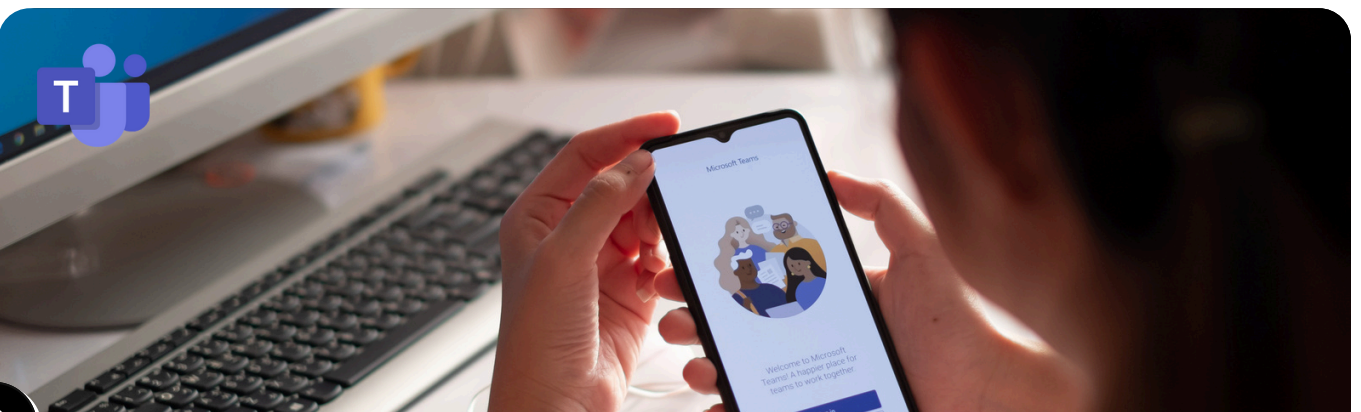
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## How long does it take to start?

Most clients start in **3 to 4 weeks**:

➔ 1 week to agree terms   ➔ 1 week to recruit   ➔ 2 weeks notice period

🕒 You receive a shortlist **within 30 days**, and we progress to hire and onboarding as fast as the successful candidate's notice period allows.



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## How do we communicate?

We use **Microsoft Teams** only so communication stays structured, trackable, and centralised.

❗ Screenshots, updates, and files all sit inside Teams and SharePoint.

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## How do you deliver work?

*Work is delivered through:*

- **Planner** for tasks
- **SharePoint** for files
- **Teams** for daily updates

Weekly or monthly summaries depending on the role

**DEDICATED ROLES**



**MONTHLY REPORT**

**SUPPORT/PROJECT ROLES**



**WEEKLY SUMMARY**

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## How does reporting work?

- Dedicated roles: **monthly report**
- Support/project roles: **weekly summary**

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## What happens if we need to replace a staff member?

We recruit a replacement **immediately** and manage a clean handover so your workflow stays uninterrupted.



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## Who owns the files and data?

**You own everything.**

- ✓ All files remain on your SharePoint environment and can be downloaded anytime.
- ✗ We do not share templates or IP between clients.

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## How do you protect confidentiality and IP?

hamma Studio has partnered with **Connected Platforms**, an Australian IT Managed Service Provider, to strengthen our security and IT management. This ensures our clients receive the same high-level protections used in Australia's strict regulatory environment. With their expertise, technology, and compliance-driven processes, we can confidently assure customers that their data, systems, and operations are managed to Australian standards. This partnership reinforces trust, improves resilience, and gives clients peace of mind knowing they are protected by industry-leading security and governance.



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## What hours do staff work?

Your team member works standard Bangkok business hours, Monday to Friday.

We provide regular check-ins and monthly updates to keep everything on track.

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## What if we need extra work or support outside scope?

If you need overtime, urgent support, or an additional role, we will provide a clear quote first.

Once approved, we scale quickly using our existing systems and team.



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## What happens if we want to stop?

You can end the service at the end of any billing term by giving **90 days' written notice**.

Your team member continues through the paid period to ensure a smooth handover.

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## Can we hire the staff directly in the future?

There is a 12-month non-solicitation period after the contract ends.

If you'd like to transition someone directly, we're open to discussion and a fair pathway.



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## Where are the team based and how is data protected?

- Our team works from a secure Bangkok office with enterprise-grade internet and controlled access.
- All traffic runs through Australian-managed IT systems and secure VPNs.
- SharePoint stores all project files under strict access control.