

Service Business

ULVAC TECHNO, Ltd.

Head office: 2609-5 Hagisono, Chigasaki, Kanagawa, Japan 253-8555

Website: <https://www.ulvac-techno.co.jp/>

Main businesses: Servicing; equipment sales; sale and purchase of used vacuum equipment; cleaning internal jigs; sales of vacuum materials, parts, and consumables, etc.

Subsidiary: ULVAC Human Relations, Ltd. (Chigasaki, Kanagawa)



Head Office

Providing a wide range of services and solutions with a customer-first policy

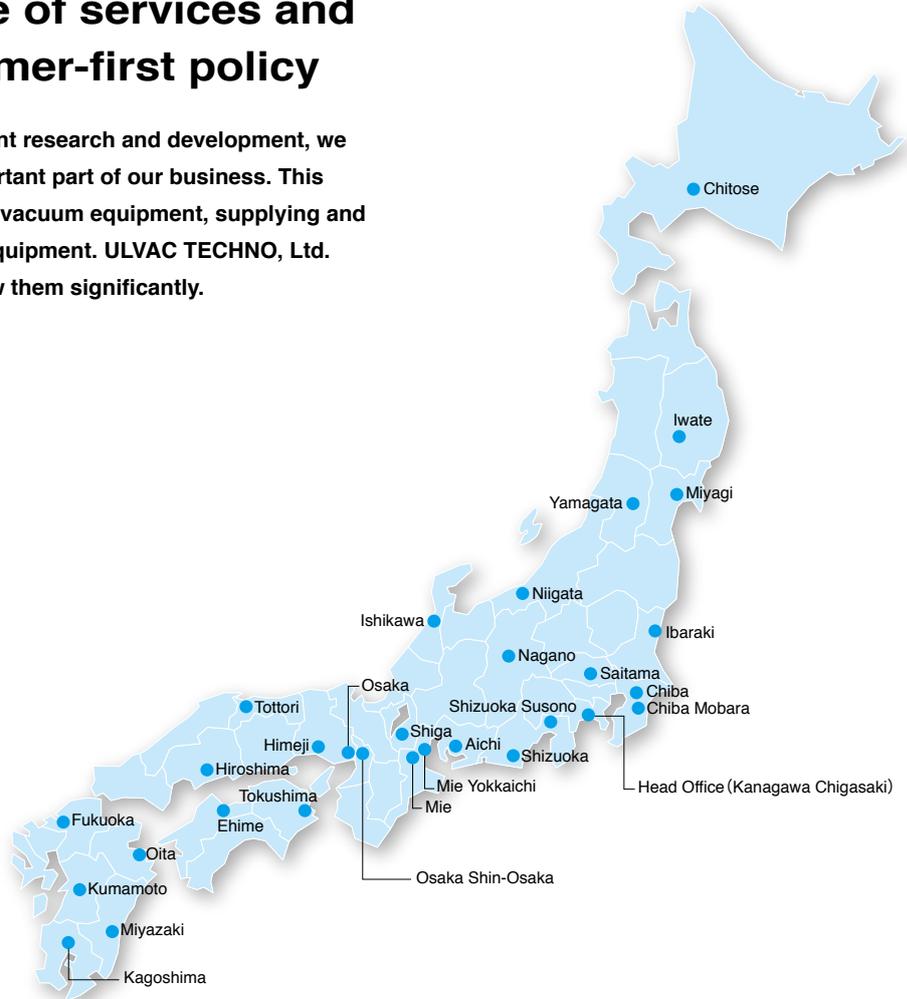
Although ULVAC focuses on vacuum equipment research and development, we also consider customer support to be an important part of our business. This includes servicing and overall maintenance of vacuum equipment, supplying and cleaning materials and parts, and improving equipment. ULVAC TECHNO, Ltd. inherited ULVAC's service operations and grew them significantly.

ULVAC TECHNO, Ltd., which grew from ULVAC's Service Department

ULVAC TECHNO, Ltd. was established under the company name "ULVAC Service Co., Ltd." on January 1, 1979 by splitting off ULVAC's Service Department, with the goal of providing maintenance services for ULVAC-made vacuum equipment. In 2019, the company marked its 40th year.

At its founding, it was the first time a Japanese vacuum equipment manufacturer had split off its Service Department. The main reason for making the Service Department independent was to provide comprehensive service for vacuum equipment being used in daily production activities, and to locate these service operations as close as possible to users. In other words, the manufacturer (ULVAC) focuses on developing and manufacturing equipment that is beneficial to customers, while the service company (ULVAC TECHNO) focuses fully on supporting service customers' production activities. In this way, the customer-first policy is thoroughly implemented.

The criterion for making the division independent was a need to bridge the major differences between a manufacturer and a service company, as described below.



Geographical factors

Manufacturers: Even remote locations are OK if they are convenient for production.

Service: Treat customer convenience as a matter of highest priority.

Organization

Manufacturers: Many departments need to collaborate.

Service: Greatly depends on an individual's work.

Capabilities

Manufacturers: Must have a positive attitude toward technology development.

Service: Experience-based skills and kindness are important.

Evaluation

Manufacturers: Products are evaluated by customers.

Service: Individuals (service technicians) are evaluated by customers.

Work hours

Manufacturers: Holiday work hours may be decided based on the technical capability for automation and mass production.

Service: As a rule, service is provided around-the-clock, but during equipment downtime so as to avoid interfering with customer production.

In this way, ULVAC TECHNO continues to pursue a business model based on an understanding of these differences.

ULVAC TECHNO NOW ● Current State and Outlook

Aiming to build a new customer service structure capable of supporting a next-generation, information-oriented society



ULVAC TECHNO, Ltd.
Kyuya Kobayashi, President and CEO

In January 2019, our company marked its 40th anniversary. For the entire past forty years, under a “Customer-first” policy, our company has been providing comprehensive customer service related to vacuum equipment in the semiconductor, electronic, FPD, medical, and food industries, among others.

At the time of this major milestone, the arrival of an advanced information-oriented society, represented by such technologies as IoT, AI, and 5G, is about to significantly change people’s lives and industries on a global scale. We have taken up this

change as a major theme in our company, and we are aiming to build a next-generation service structure, described below. We will design the new service structure to be attractive and beneficial to customers, through a reassessment of conventional customer service together with our parent company ULVAC.

1. We wish to open a global call center to solve the problems of users all over the world, using tools such as an FAQ system currently under development (supporting four languages).

2. We are already providing a real-time information service called “Resale-connect,” which includes abundant information on used equipment.

3. We are also preparing other globally-oriented services, such as a Quote Support System, Smart Glass, and Remote Diagnosis.

As described above, we are aiming to further advance the maintenance business our company has nurtured over many years, so as to continue to provide high-value-added service to our customers.

Setup closest to customers and customer-first policy

In the 1970s, most service operations involved replacing equipment that broke down. However, this was also the time when attitudes about service were beginning to go beyond mere repair and shift toward preventive service (maintenance) that would support users’ production plans.

Against this backdrop, ULVAC set up the Service Section in the Equipment Manufacturing Division in 1971, and in 1974 began to develop it into a dedicated Service Department. The reason why the service operation expanded from a section within the Equipment Manufacturing Division to a separate department was that the significance of customer support had begun to be recognized, as explained above.

Then, in 1979, ULVAC TECHNO was established under the name ULVAC SERVICE.

The 1980s was the decade in which the Japanese semiconductor industry blossomed and achieved world preeminence. In semiconductor manufacturing, around-the-clock operation is the norm. Therefore, a breakdown in vacuum equipment can be fatal to production activities.

ULVAC TECHNO, which had just been established, learned to cope with such

situations quickly. The company located service offices near semiconductor manufacturing plants and handled regular maintenance operations.

This service office expansion began in earnest in the mid-1980s, with the company establishing service offices near semiconductor manufacturing plants throughout Japan, including in Kyushu, Chugoku, Shikoku, Kinki, Chubu, Hokuriku, Joshinetsu, Kanto, and Tohoku. 16 offices opened in 10 years.

Conducting a wide-ranging solution business

Starting in the mid-1990s, the content of the service business began to change. In addition to simple maintenance of vacuum equipment, users began to demand service quality improvements and consistent service menu enhancement.

In 1994, ULVAC TECHNO absorbed another ULVAC Group company and began selling vacuum materials. With the addition of material sales to the business menu, which had previously included maintenance operations and sales of consumable parts, the company changed its name from ULVAC SERVICE to the present-day name ULVAC TECHNO.

Taking this as an opportunity, the company began improving its service

quality and consistently enhancing its service menu. In other words, it began to develop a broad range of solution services one after another. As a result, ULVAC TECHNO now supports customers with the following operations:

Overview of our solution business

- Calibration and repair of measurement instruments used in vacuum equipment
- Smooth resolution of vacuum pump problems
- Submission of proposals to improve semiconductor and FPD manufacturing equipment
- Improvement of vacuum equipment used in general industries
- Sales of vacuum equipment parts and vacuum materials
- Purchase and sales of used equipment
- Refurbishing and cleaning vacuum equipment parts
- Providing surface treatment, focusing on alumite
- Dispatching resident service engineers
- Providing maintenance service support to group companies overseas