

● Corporate Profile

The Next Step.

Aiming to achieve stable operation and use value of equipment and systems, we strive to be the best partner for co-creating The Next Step together with our customers.

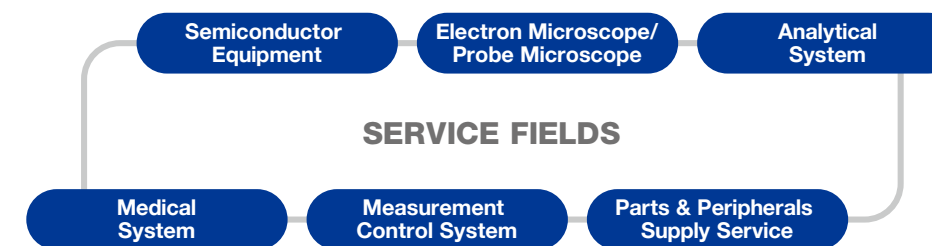
Hitachi High-Tech Fielding Corporation is a team of engineers who offer field services in cutting-edge fields inside and outside Japan as part of the Hitachi High-Tech Group.

In field services, our company has two major roles.

One role is to achieve stable operation of customer equipment and systems. With our trusted, proven technical capabilities and support systems that employ the latest technologies, we provide fine-tuned services while thinking from the perspective of our customers.

The other role is to boost the use value of customer equipment and systems. Utilizing our unique features that enable us to assist customers on the front lines of business in real time, we collect and analyze customers' critical information and suggest ways to boost use value. We also share the information collected and our analysis results with the rest of the Hitachi High-Tech Group so that we can assist customers as a cohesive unit and make use of customer feedback, information from equipment, and service-related feedback from service engineers in the development of our next products.

In addition to product-centered services to ensure stable operation of customer equipment, we also strive to provide customer-centered service, working together to co-create value through customers' use of equipment. In the current age in which both technology and business continue to evolve and diversify, we work together with our customers to seek progress and development that leads the way to the "next step."



Giving shape to services that raise the use value.

On the front lines at Hitachi High-Tech Group, we strive daily to provide services while working with our customers' equipment and systems as well as our customers' businesses. To increase the use value of equipment, based on customer feedback, information from such equipment, and service-related feedback, we create new services that fuse fine-tuned, people-based service with leading technologies.

Fine-tuned, people-based service

Today, various tasks are being increasingly systematized, while IT improves efficiency. Even in such circumstances, we believe that there are certain services that only we can provide. We listen carefully to customer feedback and sometimes see and feel the customer's environment for ourselves in order to develop an image of the problem. Our goal has always been to solve each individual problem by fine-tuned services. What bolsters our broad-ranging services is our superior technical capabilities. We ceaselessly devote ourselves to the study of technology, including education and training, in order to ensure that we can provide high quality services to our customers.

Training system

We start by providing new employees with basic technical training, and we then continue to provide systematic education matched to their departments and job functions, including product technology training, core technology training, customer service training, and global skills training. We also implement a company-wide technical evaluation system as well as other systems to raise employees' technical skills against strict standards. Also, we have a program to encourage employees to obtain official qualifications, and we support our employees in obtaining official qualifications and licenses that are useful in their work.

• VR training

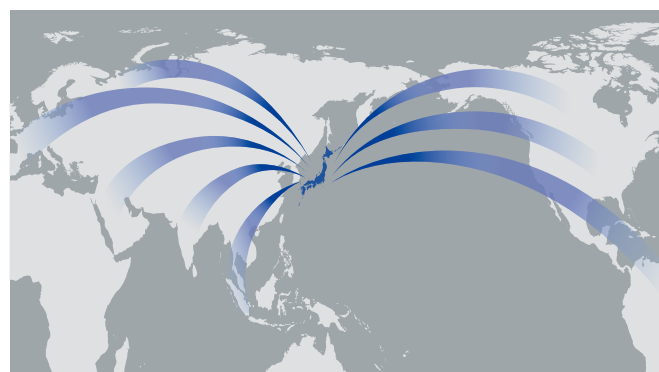
To provide safety training and product training, we implement training that uses VR technology so that employees can experience dangers in a virtual space. To firmly instill the concepts to be learned, we create an environment to provide interactive training in a place without any actual machines.

• Service quality training

Our training program focuses on the problems that customers face and their expectations of Hitachi High-Tech Fielding Corporation. The program incorporates the concept of improving the customer assistance process (service quality) to meet customer expectations.

Globally consistent service

Our company is the only one in the Hitachi High-Tech Group that specializes in providing services. To ensure our services are consistent throughout Japan and the world, we collaborate with Hitachi High-Tech overseas group companies, sharing our expertise developed in Japan and carrying out activities to maintain and increase the high level of service quality worldwide.

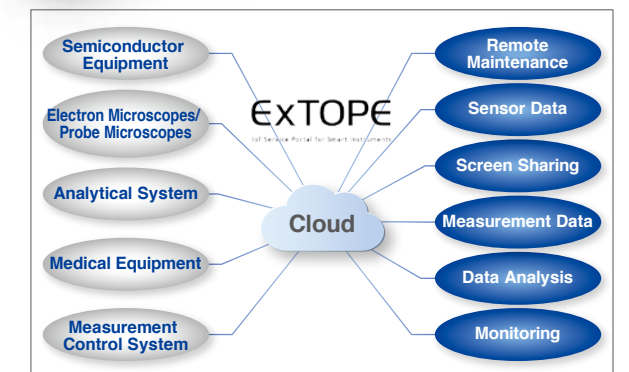


Services that combine advanced technologies

As IoT, AI, and other technologies continue to advance, all types of information are becoming linked together, creating new value and boosting efficiency with high-level information processing and analysis. In our efforts to discover and solve problems based on information from equipment, we too utilize advanced technologies. With cloud-based sharing of information and daily maintenance support using smart devices, we aspire to be a close partner to our customers irrespective of location and to give shape to new services.

• IoT Service Portal ExTOPE

IoT Service Portal ExTOPE for Hitachi High-Tech equipment is a tool that connects equipment with users, enabling access to measurement results and various instrument-related information anytime, anywhere. By sharing information via a portal, we can check customers' equipment statuses regardless of the hour, which empowers us to prevent equipment problems and to quickly resolve problems via remote support.



Our main services

Maintenance services

Breakdown maintenance We have established a 24-hour support system to achieve swift recovery from equipment failures. We also offer remote support whereby failure situations are shared with the customer in order to achieve recovery in real time.

Technical support Our specialist engineers are stationed at our customer service center in order to handle all inquiries. They respond promptly to customers' problems and requests.

Validation service We provide all-around support for analytical precision maintenance and control operations. We also develop our own unique automatic calibration systems for use in GLP*1 and GMP*2 inspections.

Solution services

Installation and relocation We work together with manufacturers to ensure proper equipment installation. We also accept consultations for customers who wish to relocate equipment in conjunction with other equipment, fixtures, and the like in the same room.

Corrective maintenance We upgrade equipment, systems, and software. We also suggest ways to minimize environmental impact—for example, by reducing the use of energy and resources as well as by implementing anti-earthquake measures.

Technical training support We provide support for training operators and maintenance personnel, including operational training and instruction in using the latest functions.

Other services

Sale of parts and peripherals Besides supplying the parts and expendable supplies that are essential for maintaining stable operation of equipment, we also offer methods to ensure the optimal utilization of equipment through the sale of related peripheral instruments.

Preventive maintenance We perform routine inspections and patrol inspections based on maintenance contracts as well as ensure stable operation of equipment and systems. Using networks, we diagnose performance deterioration in equipment and estimate the remaining service life.

Remote support We carry out remote monitoring and diagnosis of customer equipment and systems in order to prevent problems.

*1 Good Laboratory Practice (GLP): A standard to ensure the accuracy and appropriateness of inspections and tests for assessing the safety of pharmaceuticals and food products.

*2 Good Manufacturing Practice (GMP): A standard related to production management and quality control of pharmaceuticals.

Installation environment diagnosis We measure, diagnose, and improve factors in the installation environment that impact equipment performance, such as magnetic fields, vibration and corrosive gas.

Application support Optimizing and adjusting equipment parameters as well as adding the latest functions are just two of the many elements of our application support.

Consultancy service We predict the technologies that will be used in equipment and systems as well as the operational support that will be needed, and we suggest various services to help customers solve their problems.

Sale of reused and refurbished products To meet customer needs, we offer refurbished equipment purchased from customers.

Staying close and working with our customers.

After customers purchase equipment or systems, we provide assistance and reassurance throughout the entire lifecycle because such equipment and systems are used until they cease functioning. To offer high quality, diverse services and to meet the individual needs of each and every customer, we utilize our strengths as a company that provides services in a wide range of fields.

Customer Support Center

We have established a system for reliably receiving domestic inquiries 24-hours-a-day under contract, thereby ensuring prompt, accurate response to customer problems and requests. Reception staff members and resident service engineers provide careful, fine-tuned assistance while checking a comprehensive customer database that includes information about the customer's equipment and past assistance records.



Logistics Center

Our Logistics Center supplies parts and expendable supplies. The advanced demand prediction system enables us to promptly deliver the parts and expendable supplies that customers need to ensure stable operation of equipment, and we strive to maintain a consistent supply around the globe. From the perspective of business contingency planning, we have warehouses at two locations to maintain a stable product supply.



Training for customers

We offer customers who are using applicable equipment or systems all types of goal-oriented training at our facilities or the customer's own facilities in order to increase the customer's understanding of the equipment or system, to ensure the equipment's true performance can be achieved, and to help the customer use the equipment or system in a way that is befitting of the intended use.



Install equipment & systems

Boost stable operation & use value

Update equipment & systems

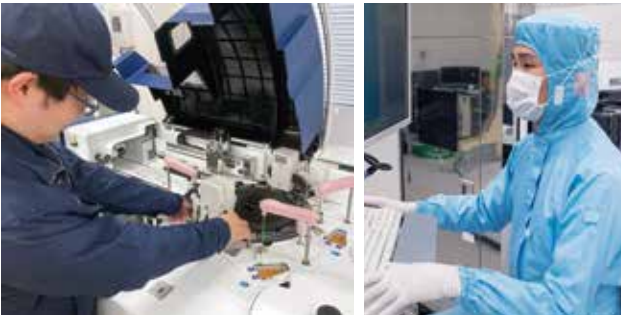
Installation & relocation and installation environment diagnosis

We install Hitachi High-Tech Group equipment purchased by customers and can relocate equipment after purchase. We also accept consultations from customers who wish to relocate other equipment and furnishings in rooms that contain Hitachi High-Tech Group equipment. In addition, we devise environmental measures based on environmental measurements and diagnostic results at the equipment installation location.



Field services

To maintain stable operation of customers' equipment and systems, we offer all types of services, including preventive maintenance service. We have a system in place that enables us to achieve swift recovery if a failure occurs. We also provide solution services in which we anticipate the next step together with the customer and link what we find to the further development of the customer's business through the use of equipment and systems.



Support during disasters

We have developed a support system to promptly respond to unexpected circumstances during disasters. For example, when an earthquake with an intensity of 5-lower or greater strikes, we receive an emergency alert from the Japan Weather Association and immediately forward the message to the relevant personnel at our company. We then launch an investigation into the status at our customers' locations and launch recovery efforts as soon as possible. We also routinely hold internal emergency drills to prepare ourselves so that we can respond quickly in an emergency.



Collaboration with the Hitachi Group

During the many years that customers use our equipment, we remain nearby to respond to any problems and requests that may arise. As we provide services, we share information obtained from customer feedback, information from equipment, and service engineer feedback with Hitachi, which develops and manufactures the next products, as well as the rest of Hitachi High-Tech Group in order to create new value as a cohesive unit.



As the roles of semiconductors broaden due to the increasing popularity of the IoT and AI, we are responding to our customers' diverse needs in all stages, from the production line to inspection and evaluation systems.

The social infrastructure that supports our daily lives and the digital appliances that enrich them contain semiconductors. As the IoT and AI become more widespread, the important roles of semiconductors are broadening. To meet diverse needs, including the needs of customers who want to use the latest equipment and the needs of customers who desire to use equipment for a long time, we offer a wide range of services, from equipment maintenance to the sale of refurbished products.

- Main products**
Etch systems, measuring equipment, wafer surface inspection systems
- Main services**
- **Preventive maintenance**
Based on equipment's operating status, past maintenance, and parts replacement history, we provide preventive maintenance services matched to the customer's needs in order to maintain equipment performance and to ensure stable operation.
 - **Corrective maintenance**
We can shorten the cycle time (processing time) by overhauling or upgrading in order to improve equipment performance and function. We can also update various kinds of software.
 - **Commissioned analysis**
We analyze and evaluate semiconductor processes with advanced techniques that we developed on cutting-edge semiconductor production lines.
 - **Consultancy service**
To maximize equipment usage, we diagnose and analyze the equipment status and provide appropriate advice on how to improve the operating rate and maintain stable operation. We also offer support for boosting the degree of automatization by optimizing the evaluation and inspection list, suggestions for improving equipment function, and support for increasing productivity by ensuring a stable supply of expendable supplies.
 - **Reduction of environmental load**
We offer consultations on reducing various types of environmental load, such as by reducing use of energy and resources as well as by reusing and refurbishing equipment.

- ① Conductor etch system
- ② Advanced CD Measurement SEM
- ③ Wafer surface inspection system



Electron microscopes are used in research and development, the fields of medicine and biology, at production sites, and elsewhere. We offer comprehensive services to maximize the use value of equipment that we have developed through observation and analysis.

Electron microscopes are indispensable in a wide range of applications, from cutting-edge research at institutes to quality control at production sites. We provide comprehensive support for all aspects ranging from installation to maintenance services, diagnosis of the installation environment (which determines equipment performance), and training on the use of equipment in order to ensure stable equipment operation and maximum utilization of the equipment by the customer.

- Main products**
Transmission electron microscopes (TEM), scanning transmission electron microscopes (STEM), scanning electron microscopes (SEM), focused ion beam systems / focused ion beam scanning electron microscopes (FIB/FIB-SEM), photomask repair systems (MR), and scanning probe microscopes / atomic force microscopes (SPM/AFM)
- Main services**
- **Preventive maintenance**
By performing regular maintenance based on the equipment's operating status, we maintain equipment performance and ensure stable operation.
 - **Installation environment diagnosis**
To maximize equipment performance, we modify the installation environment (in terms of vibration, magnetic fields, and noise) based on a diagnosis and analysis of said installation environment.
 - **Corrective maintenance**
We overhaul equipment by upgrading parts, such as PC upgrades for control and digital cameras for TEMs.
 - **Application support**
We hold courses for equipment users to teach them how to use the equipment, as well as extraction of optimal conditions for the equipment and sample preparation techniques, which determine the effectiveness of the final image.
 - **Digital solutions**
By connecting equipment and users via a network, we provide services that enable access to measurement results and a variety of equipment-related information at any time and from anywhere. This contributes to the improvement of our customers' operational efficiency.
 - **Reduction of environmental load**
We offer consultations on reducing various types of environmental load, such as by reducing use of energy and resources as well as by reusing equipment.

- ① Field emission transmission electron microscope
- ② Ultrahigh-resolution field-emission scanning electron microscope
- ③ Focused ion and electron beam system



Analytical equipment is indispensable in a wide array of fields, including food, drugs, materials, and the environment. We provide integrated support to reliably extract and manage analytical results.

In addition to use in the food and drug industry, new material development, and environment-related fields, analytical equipment is utilized in the production and inspection processes carried out by manufacturers. How the analytical data that has been extracted from equipment is used in customers' businesses is a key point. We anticipate the next step that the customer aims to achieve and provide integrated support that includes equipment installation, maintenance services, and highly reliable data management.

Main products

Spectrophotometers, fluorescence spectrophotometers, atomic absorption spectrophotometers, high performance liquid chromatographs, high speed amino acid analyzers, chromatographic data processing systems, and imported equipment such as permeation instruments

Main services

• Preventive maintenance

By performing regular maintenance based on the equipment's operating status, we maintain equipment performance and ensure stable operation.

• Validation service

We provide performance maintenance services for various scientific instruments and peripheral devices, thereby ensuring that they have the reliability required by GLP, GMP, and ISO.

• Installation and relocation

We perform proper installation and relocation of equipment. We also accept consultations about transporting general facilities and relocating equipment made by other companies.

• Corrective maintenance

We update scientific instruments and the software used with such instruments. We also respond to consultations on data integrity compatibility and other issues.

• Application support

We provide technical support to maximize use of equipment functions and to perform sample measurement optimally.

• Reduction of environmental load

We offer consultations on reducing various types of environmental load, such as by reducing use of energy and resources as well as by reusing equipment.

• Sale of peripheral equipment and software

We offer peripherals, application software, and management software to improve usability and installation environments.

- ① High performance liquid chromatograph
- ② Polarized Zeeman atomic absorption spectrophotometer
- ③ UV-visible/NIR spectrophotometer



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Automatic analytical equipment is used to support clinical examinations. We maintain the reliability of such equipment by providing services that utilize our vast experience, thereby supporting medical practices that help patients every day.

Automatic analyzers and sample inspection automation systems process patient blood samples and other samples that are taken daily in vast quantities. Patient diagnosis can be significantly affected if these equipment and systems suffer any downtime. We provide services that match each individual customer's needs based on a vast amount of field data, and we strive to be a partner that supports all medical professionals who use our equipment on a daily basis, thereby helping to keep patients healthy.

Main products

Automatic biochemical analyzers, sample pre-processing systems, gene-related testing systems, and high purity water production systems

Main services

• Preventive maintenance

By performing regular maintenance based on the equipment's operating status, we maintain equipment performance and ensure stable operation.

• Remote support

Our specialized engineers provide detailed support for equipment via remote emergency notification in the event of malfunctions and periodic acquisition of equipment operation data.

• BCP response support

We propose measures to protect the equipment in the event of a disaster and to allow temporary use of the equipment.

• Reduction of environmental load

We offer consultations on reducing various types of environmental load, such as by reducing use of energy and resources as well as by reusing equipment.

• Sale of software

We offer various types of application software for equipment, such as data receiving software, and operation monitoring systems to monitor the operating statuses of multiple machines.

- ① Automatic analyzer
- ② Automatic analyzer
- ③ High purity water production system



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Our measurement control systems function as the brains of plant control, handling everything from social infrastructure facilities such as public water/sewerage services and electricity to environmental facilities and manufacturing facilities. We support facilities' stable operation by understanding the world beyond the plant.

In public water/sewage facilities and electrical facilities, where there is no allowance for even momentary stoppages, and at production sites that experience dramatic changes in demand for quality, safety, and environmental needs as well as from international expansion, measurement control systems play an essential role as the brains behind plant control. In addition to our technical services to maintain stable operation of equipment, our support covers all facets, including measurement system design, construction, and remote diagnostics.

Main products

Edge Device Solutions (EDS)* for various processes; measurement, control, and production management systems for a variety of plants; various types of water quality analysis equipment; telemetry equipment; PCB monitors
*Edge Device Solution ... former name: industrial instrument

Main services

• Preventive maintenance

By performing regular maintenance based on the equipment's operating status, we maintain equipment performance and ensure stable operation.

• Conservation planning and management support

To ensure stable operation and to reduce costs, we provide support ranging from long-term conservation planning to evaluation and correction.

• Engineering support

We provide support for small-scale system overhauls based on the SLC instrumentation language.

• System management support

We have built an easy-to-use, secure IoT space via our service processor, and provide remote support for 24-7 management of customer system facilities through remote monitoring and support services, automatic notification service in the event of equipment malfunctions, and periodic diagnosis services.

• Installation environment diagnosis

We measure environmental factors that can affect equipment operation and performance, such as environmental corrosion and transmission noise, and propose solutions.

• Corrective maintenance

We provide updating support for improving functionality and reliability, as well as make improvements in environments and operability and reduce energy consumption by introducing the latest tools, and upgrade computers and peripherals.

• Technical training support

We provide training on monitoring operation and engineering techniques that are useful in the field in accordance with customer needs.

- ① Integrated instrumentation system
- ② High-performance electromagnetic flowmeter
- ③ Reagent-free water supply quality monitor



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*This product can only be sold and used within Japan.

Hitachi High-Tech products are used around the world. To support the reliability of equipment and systems as well as to propose the use of peripheral devices, we meet a wide variety of requests, such as those for the stable supply of parts and expendable supplies.

To ensure stable operation of equipment and systems purchased by customers, we use our cutting-edge logistics expertise to promptly, reliably provide parts and expendable supplies for equipment and systems to customers in countries and regions worldwide. We also offer methods to ensure optimal equipment utilization through the sale of related peripheral instruments. We meet customers' diverse needs.



Main products

Parts and expendable supplies for Hitachi High-Tech equipment and systems, peripherals for various types of electron microscopes and analyzers, Allied precision polishing systems, Leica sample preparation systems for electron microscopes, etc.

Main services

• Sale of parts and expendable supplies

Customers can periodically purchase replacement parts and expendable supplies for Hitachi High-Tech equipment and systems from our dedicated website.

• Sale of peripherals

We propose the use of various types of peripheral devices that help improve the operational efficiency and equipment performance of electron microscopes and analytical equipment.

- ① Various parts and expendable supplies
- ② Leica sample preparation system for electron microscopes



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Striving to be a company that is valuable to the community.

As a good corporate citizen, in addition to activities to solve social issues through business activities based on the SDGs, we also actively carry out local contribution activities such as volunteer activities, striving to earn the trust of our diverse stakeholders and to become a company that is indispensable to the community.

Hitachi High-Tech Group's Materiality

Hitachi High-Tech Group has identified five themes of Materiality, which are important issues to address in order to solve social issues. Our Materiality topics are based on the SDGs, a set of international common rules and targets to be achieved in the 21st century. Hitachi High-Tech Fielding Corporation devises specific action plans and targets to achieve these Materiality themes and carries out business activities to that end.



Contributions to local communities

Even outside the sphere of our business activities, we carry out all sorts of programs as a member of the local community.

• Afforestation activities

We carry out afforestation activities in Ibaraki and Mie prefectures. We have been planting Japanese cypress, konara oak, mountain cherry, and other trees in these forests since 2002 and are taking care of them in cooperation with a forest owners cooperative.



• Science study support activities

We bring electron microscopes to local elementary schools for children to try as part of their science education. Together with the teachers, we offer children the chance to experience for themselves the wonders of the natural world and the excellence of scientific technology.



• Community involvement

We actively participate in local communities around the country where we have offices, including activities such as garbage collection and other kinds of cleanup as well as activities to revitalize the local area.

