



**@**Hitachi High-Tech Fielding Corporation

# **Organization**

## Project for Core Revolution of Service

Internal Auditing Div.

## Service Quality Div.

- Service Quality Promotion Dept.
- Service Quality Management Dept.
- Construction Control Management Center

### Human Resources & General Affairs Div.

- General Affairs Dept.
- Human Resources Dept.
- Human Resource Development Dept.

## Accounting & Finance Div.

- Accounting Dept.
- Sales Administration Dept.

## Corporate Development Div.

- Corporate Management Strategy Dept.
- Environmental Promotion Dept.
- Value Creation Promotion Dept.
- Digital Transformation Dept.

## Service Planning Div.

- Service Planning Management Center
- Customer Support Center
- Service Support Center
- Development Center
- Procurement Center

## Nanotechnology Service Div.

- Process Equipment Dept.
- Process Control Systems Dept.
- Customer Success Dept.
- Global Parts Dept.

## Core Technology Service Div.

- Beam Technology Systems Dept.
- Analytical Instruments Dept.
- Customer Success Dept.

#### Healthcare Service Div.

- Medical Instruments 1st Dept.
- Medical Instruments 2nd Dept.
- Global Parts Dept.

### Industrial Service Div.

• Industrial Instruments Dept.

#### Branch Office

- Hokkaido
- Kanagawa
- Tohoku
- Chubu
- HigashikantoKansai
- Kanetsu
- Chugoku
- Tokyo
- Kyusyu

In addition, 24 Offices

## Board of Directors

President

Audit & Board Member

## Service Network (As of April 1, 2025)

[Head Office] Toranomon Hills Business Tower, 1-17-1 Toranomon, Minato-ku, Tokyo 105-6410, Japan

Offices (City, Pref.)

## [Hokkaido/Tohoku area]

- Hokkaido Branch (Sapporo, Hokkaido)
- Obihiro (Obihiro, Hokkaido)
- Tohoku Branch (Sendai, Miyagi)
- Morioka (Morioka, Iwate)
- Akita (Akita, Akita)
- Sakata (Sakata, Yamagata)
- Fukushima (Koriyama, Fukushima)

#### [Kanto / Koshinetsu area]

- Tokyo Branch (Shinjuku, Tokyo)
- Kanagawa Branch (Yokohama, Kanagawa)
- Chiba (Chiba, Chiba)
- Higashi Kanto Branch (Hitachinaka, Ibaraki)
- Tsukuba (Tsukuba, Ibaraki)
- Kashima (Kamisu, Ibaraki)
- Kanetsu Branch (Saitama, Saitama)
- Takasaki (Takasaki, Gunma)
- Niigata (Niigata, Niigata)
- Matsumoto (Matsumoto, Nagano)

#### [Chubu/Hokuriku area]

- Chubu Branch (Nagova, Aichi)
- Shizuoka (Shizuoka, Shizuoka)
- Yokkaichi (Yokkaichi, Mie)
- Kanazawa (Kanazawa, Ishikawa)

## Logistics Center

- Logistics Center (Naka) (Hitachinaka, Ibaraki)
- Logistics Center (Oyama) (Sunto, Shizuoka)
- Logistics Center (Kansai) (Ibaraki, Osaka)
- Logistics Center (Kasado) (Kudamatsu, Yamaguchi)

#### [Kansai area]

• Kansai Branch (Osaka, Osaka)

### [Chugoku/Shikoku area]

- Chugoku Branch (Hiroshima, Hiroshima)
- Okayama (Okayama, Okayama)
- Matsue (Matsue, Shimane)
- Shunan (Shunan, Yamaguchi)
- Takamatsu (Takamatsu, Kagawa)
- Matsuyama (Matsuyama, Ehime)

#### [Kyusyu/Okinawa area]

- Kyusyu Branch (Fukuoka, Fukuoka)
- Kumamoto (Kumamoto, Kumamoto)
- Oita (Oita, Oita)
- Miyazaki (Miyazaki, Miyazaki)
- Kagoshima (Kagoshima, Kagoshima)
- Okinawa (Naha, Okinawa)



Logistics Center Total of 4 Centers

## Customer Support Center (24h Operation, Only in Japan)

Inquiries regarding

Semiconductor Equipment **Electron Microscopes Prove Microscopes Analytical Systems** Measurement Control Systems

0120-203-813

Inquiries regarding

**Medical Systems** 

0120-203-812

Inquiries regarding

Service parts and consumables

**6** 0120-224-421

After the contact person receives the inquiry, our professional engineer will respond it.

Business Hours

Available 24 hours at After Hours service desk\*

- \* Maintenance contract is required for telephone support and engineer dispatch after business hours. (Without contract, we will contact you on the next business day.)
- \*Our engineers will contact you back regarding any safety-related accidents, regardless of whether or not you have a contract with us.