

# Q&A

CEO **Andreas Waelti** explains more about how the company is investing in the future as Evatec's business continues to grow - new facilities, new people and a new market organisation.



## Q. Why did Evatec make changes this year?

**A.** The pace of change in our markets gets quicker and quicker, and the solutions we provide more and more complex. We needed to optimise our organisation ready for the increasing complexity and such fast changing business environments.

## Q. What changed in the new organisation?

**A.** We made a transition to business units and structures focused on markets rather than on machines. The choice was a logical one – selecting our current core markets of Advanced Packaging, Semiconductor, Optoelectronics and Photonics. Each business unit is being led by one of our very experienced existing managers who are in turn supported by a dedicated team including applications and process specialists, product market managers and sales personnel with all the knowhow relevant to that market. A fifth group “Customer Service” is then focused on delivering the best support solutions in the industry.

Other common functions like manufacturing remain shared across all business units to achieve the best efficiencies and economics.

**Q. What benefits are there for customers?**

- A.** We see lots of advantages going forwards
1. Our teams' thinking will be centred on "markets" in just the same way as our customers. Putting teams together with the best market understanding means we are perfectly placed to offer the best production solutions for that market according to the needs of any particular customer.
  2. Our new teams can also be better partners for customers, offering more know-how, more efficient information transfer between our two organizations and better support in developing and fulfilling their own technology roadmaps.

**Q. Do customers now work with different partners than before at Evatec?**

- A.** Customers work through their local sales and service management organisation in just the same way as before for all day to day sales, order logistics and service support. In some cases however, their local sales contact or service specialist has changed as we made sure that the person with the highest level of knowledge for their particular market was assigned to them.

As customers come to the factory over the coming months we look forward to introducing them to the new teams at Trübbach dedicated to their particular market but I'm sure they will already recognise lots of faces. Throughout Evatec's history our people have always been encouraged to leverage their know-how supporting customers across many different applications.

**Q. What happens when a customer's market interests span across several Evatec core markets?**

- A.** That's easy. Customers will just work with different teams as necessary to get the best support in each and every case. Flexibility in our thinking remains a core Evatec value and we are ready to work with customers in whatever way gets the best results for them.

**Q. What other changes will customers see?**

- A.** One of the most exciting developments at our facility in 2018 is the development of our new Evatec Competence Laboratory (ECL) bringing together around 30 thin film production tools plus measurement equipment and scientists in one place. You can read more about it further on in this edition of LAYERS.

**Q. How do you see the future?**

- A.** I am excited by the tremendous growth potential in our markets and see exciting new opportunities for the future working together with partners and customers. Each Business Unit already has its own roadmaps identifying business opportunities and any technology or infrastructure developments we need to secure them. Working in the new BU structure really does help us focus on the need of our customers!

