

EVATEC: THE POWER UNSEEN

Installing a new production tool at a customer might be the final step in an order, but just like for an iceberg where we see only the tip above the surface, there's a huge amount of work going on behind the scenes to get to that stage by members of the Evatec team that our customers may never meet. Evatec Marketing Manager **Beatrice Eichmueller** caught up with a few of the team working behind the scenes that help put the "power" in the "thin film powerhouse". From software development to systems engineering, documentation to delivery logistics, assembly & test to accounting, all our people play a vital role in overall delivery of customer satisfaction. Here is what they said.

Meet Hansueli

"I am one of the HR Managers at Evatec. Delivering the best products and services to customers demands the best people, so it's crucial for our company to hire them, get them off to a flying start in their work and invest in developing their skills with long term training and development. Right now our company is growing fast so my main focus is recruitment of new employees for our headquarters in Truebbach and I am very proud that I can make a difference here. A typical day in the office for me involves checking CV's, organizing interviews or trial work days, and finalizing work contracts. I really like the variety in our business and our company. Every day involves working with different people from different countries having many diverse cultural backgrounds."



“Delivering the best products to customers demands recruiting the best people”

Meet Stefanie

"I'm an apprentice in the logistics department at Evatec headquarters. I work in our warehouse and am learning everything about warehouse management for incoming and outgoing goods. Our team has to work very accurately to make sure no incoming goods get lost or damaged as this could cause delays in construction. Every day we ship parts and complete machines around the world too. Having all the correct paperwork for every shipment to each and every country is essential to avoid customs hold ups. Mistakes in documentation, or in how we package can cause final delivery delays and losses for our customers if a production tool is sitting waiting for a part to arrive. Our department really does have an important part to play too in keeping our customers' production on track."



“Meeting delivery promises keeps our customers' production on track”

Meet Josef

"I grew up in Truebbach, so it may be fate that I ended up working in the very same buildings that I walked past on my way to school, often wondering about the wonderful "high-tech" things the people behind those windows were creating. Being able to call myself part of that team is a childhood dream come true and my 20+ years of experience helps me tremendously in my goal to support our customers in the best way I can.

My job is to support Evatec offices and customers around the globe, making sure that spare part quotations can be issued without delay and that spare parts are delivered on time. A typical day at work starts with going through my e-mails to see if there are any urgent cases that need to be processed right away before moving on to other tasks. During the day I keep an eye out for those e-mails or phone calls that make me drop whatever I am doing because there is a customer in urgent need - a stock refill can wait, a system down cannot. One of the biggest challenges I face is trying to support customers with very old systems. Even though the systems may be obsolete we still try our best to help the customer. That's part of our philosophy and I think our customers know and appreciate that we go the extra mile for them."



“A stock refill can wait, a system down cannot”

“Accuracy is all important - our customers expect nothing less”

Meet Eri

"I grew up in Japan but I have been living and working in Switzerland for over 30 years now. As a Controller at Evatec headquarters I work with all our financial teams around the globe.

My main tasks are preparing financial reports for the Board of Directors and the management team. It probably goes without saying but I really like facts and figures. Accuracy is all important in many aspects of my work and our customers expect nothing less. I really enjoy it when everything adds up correctly. I get lots of job satisfaction too when the data, reports and forecasts I provide keep our management informed and help them make decisions and take any actions they need. Working in this industry for over 25 years probably tells you a lot about how much I like it."



Meet Marco

"After a short internship where I came in contact with vacuum systems for the first time I decided to make my bachelor degree in system engineering with special focus on mechanical engineering. I joined the company in 2017 after completing my studies and these days I am a Process System Specialist in our Evatec Competence Laboratory (ECL) where we help customers develop the next generation of thin film processes.

Typically, my job involves preparing our sputter tools for samplings by changing targets, magnet systems and any other hardware required. If something on our lab tools does not work as it should, it's my job to find the cause and fix it quickly. Our laboratory has to help many customers around the globe, so we really need to avoid unexpected tool down situations. I love being part of a team working on developments for the future by taking care of our lab tools and making sure they are always ready on time for customer sampling work."



“Delays in customer samplings must be avoided”

Meet Tim

"After training as an electrician I worked as a systems technician for several years before graduating from the technical college. I joined Evatec in 2016 and am now working in systems engineering at our headquarters in Switzerland. I develop and test hardware and software solutions on and around our systems. However, my work doesn't end once the tool is delivered to our customer. Continuous improvement is part of our company culture, so I am always working behind the scenes on continuous adjustments and developments that customers request to enhance performance or introduce new capabilities they need in the future."



“Continuous improvement is engrained in our thinking”