



CUSTOMER SUPPORT

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# HAUZER AND BERNEX INTEGRATE SERVICE LOCATIONS IN ASIA

IHI Hauzer Techno Coating and IHI Bernex, the two Hauzer Group companies within the IHI Group, both have a strong presence in the Asia market. As of 2020, this presence has become even stronger with the integration of the Bernex and Hauzer customer service teams in a single location in Shanghai, China.



## TWO STRONG TEAMS COMBINED

The Bernex Customer Service Asia team, originally based in Kunshan, China, relocated to the Hauzer location in nearby Shanghai. The joint teams, retaining the same people, will be operating under the legal entity of IHI Hauzer Techno Coating (Shanghai) Ltd.

Joining forces is in line with the aim of the IHI Group to maximise synergies in manufacturing, expertise and service. From a single customer service location, the Hauzer and Bernex teams will be able to align on service, spare parts and administration. This will allow the two companies to better understand each other's technology and coordinate spare parts delivery, to reinforce our presence in Asia and, most importantly, to serve our customers better.

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Some impressions of the new service location. From top to bottom: the workshop, office and lobby. Previous page: the laboratory

