



YANMAR

News Release

Yanmar Launches Global Customer Service Hub: Yanmar Synergy Square



Yanmar Synergy Square

October 19th, 2020 – Osaka, Japan. Yanmar Global CS Co., Ltd. (YGCS), a subsidiary of Yanmar Holdings Co., Ltd. today commences operations at Yanmar Synergy Square (YSQ).

Built as a center for excellence in global customer service, YSQ will serve as the headquarters of YGCS, a Yanmar Group company that was established in April of this year. Yanmar's Remote Support Center also moves to the site, incorporating enhanced functionality.

As the name suggests, Yanmar will strive to derive SYNERGY by marshalling the combined

insights and knowhow of business partners all around the world in a place, or SQUARE, to create new service solutions towards increasing Yanmar's global service capabilities.

"YSQ represents every element related to our service including our DNA and spirit, our relationship with our stakeholders based on the trust, and a new type of service achieved with advanced technologies," says Kengo Shibata, the president of YGCS. "I'm excited to create this new way of service together with our customers and stakeholders here at YSQ towards A Sustainable Future,"

With its goal of keeping customers working with "no downtime" and realizing its vision of maximizing customer's lifecycle value, YSQ will pursue the development and deployment of service solutions employing Yanmar's advanced technologies. YSQ will:

- Utilize analysis of remote monitoring data to predict machinery faults,
- Support service staff in the field with technical information,
- Provide a support desk to respond to customers' inquiries on operation of systems such as SMARTASSIST.

For more information, please click below.

Website: <https://www.yanmar.com/global/synergysquare/>

Floor Guide

■ 1st floor: Service exhibit area

This floor contains numerous exhibits illustrating Yanmar's long history and spirit of service. The exhibits consist of video and hands-on activities that show Yanmar's efforts to maximize the lifecycle value of customers' equipment as well as the future direction of service activities.

■ 2nd floor: Remote Support Center

The heart of YSQ is the Remote Support Center. Take a tour to see the actual work of the RSC from the attached presentation room together with an explanation of operations. The center gathers SMARTASSIST and Yanmar's remote support functionality together with advanced systems for detailed information analysis and management.

■ 3rd floor: Offices

Our office area houses departments that centralize parts order operations of after sales parts, manage parts information, create service documents and develop and deploy new service tools for better efficiency. The center has a flexible office layout allowing the center to respond to future changes in work styles.

■ 4th floor: Dining and meeting area

With “Food” at the core of Yanmar’s Mission, staff can enjoy a healthy and balanced meal with fresh ingredients grown at Yanmar Symbiosis.

■ 5th floor: Learning center

To enhance Yanmar’s human resources development, the three glass fronted seminar rooms offer a light atmosphere and seat 30 each. Two of the rooms can join for a maximum capacity of 60. The facilities will support Yanmar Group seminars and technical training at the neighboring Amagasaki Plant.

As a diverse range of visitors are expected to use the learning facilities, one part of the floor is also given over to a prayer room.

About Yanmar Global CS

Yanmar Global CS was established in April 2020 from the global customer service functions of Yanmar Co., Ltd. YGCS globally oversees the Yanmar Group’s after sales service including parts sales, inventory management and integration of operational data. The company aims to maximize customer’s lifecycle value by offering high quality service across all business units. With headquarters at Yanmar Synergy Square, YGCS will draw upon the latest technologies and information to deliver new customer service solutions around the world.

About Yanmar

Founded in Osaka, Japan in 1912, Yanmar was the first ever to succeed in making a compact diesel engine of a practical size in 1933. A pioneer in diesel engine technology, Yanmar is a global innovator in a wide range of industrial equipment, from small and large engines, agricultural machinery and facilities, construction equipment, energy systems, marine, to machine tools, and components — Yanmar’s global business operations span seven domains.

On land, at sea, and in the city, Yanmar provides advanced solutions to the challenges

customers face, towards realizing A Sustainable Future.

For more details, please visit the official website of Yanmar Holdings Co., Ltd.

<https://www.yanmar.com/global/>

<NOTE>

The contents of this news release reflect what was mentioned in the press announcement. Please be aware that the contents of this release may differ with new information and developments.

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