

Fulfilling Our Responsibility to Support Our Customers



FANUC CORPORATION

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FANUC's Business

FANUC has been committed to factory automation since 1956, when it succeeded in the development of the servo mechanism for the first time in the Japanese private sector. FANUC's business is comprised of the three pillars of FA, Robots, and Robomachines. In addition, FANUC's flagship IoT product, "FIELD system," which is an open platform, has been introduced as a new business. FANUC also offers maintenance service, with a policy of continuing support of FANUC products as long as they are used by customers.

Through such activities, FANUC contributes to the development of the manufacturing industries in Japan and overseas by promoting automation and efficiency in customers' factories. FANUC also promotes activities aimed at the achievement of the SDGs (Sustainable Development Goals) through its lines of business.

Keeping Factories Running with the Spirit of Lifetime Maintenance

Our products are primarily used in manufacturing facilities. While being able to operate 24 hours a day is important, it is critical to earn our customers' trust by ensuring our products run without issue. Even in our maintenance and other services, we pursue high reliability and high performance. Regardless of location, our policy is to provide lifetime maintenance and continuous support of FANUC products as long as they are used by customers. Going one step further beyond ensuring that our customers do not experience problems when a machine stops, we continue to aim for stable service by considering how to prevent machines from stopping in the first place.

We are currently working on an IoT network that allows customers to monitor the status of their machines. Our goal is to construct a trusted service framework that will allow us to communicate smoothly with our customers regarding any problem.



Servers with the Seismic Isolation Module Model TGS installed

Installing Seismic Isolation Systems to Safeguard Important Data

Before the Great East Japan Earthquake, the Hino branch served as the main service center and was in charge of the people (engineers and call center staff), Parts, and information (data) belonging to all 24 Japanese service branches. However, we reevaluated our BCP (Business Continuity Plan) measures after the earthquake, and in light of our responsibility to support our customers, we have now distributed our main functions between two locations: the Hino branch for eastern Japan and the Nagoya branch for western Japan. In doing so, we will be able to continue operating our call center and maintenance warehouse even in the event of a disaster at one location, thereby minimizing the impact on our customers. Furthermore, in order to provide lifetime maintenance, it is vital to safeguard our servers that contain large volumes of technical and customer information that we have accumulated over the years. To preserve this information, we installed THK seismic isolation systems for those servers at both locations, which house the same data. When installing the system, we had THK perform a simulation of tremors at both locations in order to select the best equipment for us.

Though the Seismic Isolation Table Model TSD is already used for our core servers at FANUC Headquarters, we decided on the Seismic Isolation Module Model TGS for this project. We were impressed by how the Model TGS was able to conform to the height limitations in our server rooms, in addition to its structure that allows individual units to be connected. It also offers a damping function that suppresses earthquakes in a way the Model TSD does not. Furthermore, we have developed an unwavering faith in THK products over the many years through the use of LM Guide and other THK goods in our own products.

When we show customers around the Hino branch, we also bring them to the server room. Introducing them to the seismic isolation system installed for our servers reassures our customers of our service capabilities.