



Distributor in Vietnam



Kagami-biraki (opening the lid of a sake barrel with wooden mallets) performed at the opening ceremony

Establishing an Even Better Customer Support Structure in Vietnam

Commencing Operations as a Revitalized Komatsu Distributor after Name Change

The former Komatsu Vietnam JSC (KVN) was renamed Marubeni Heavy Equipment Co., Ltd. (MHE) when it became a wholly owned subsidiary of Marubeni Corporation in 2012. In 2013, MHE commenced operations under a new structure, playing a vital role in infrastructure development and resource exploration in Vietnam in order to contribute to the growth of the country.

In October 2013, an opening ceremony was held at MHE's Hanoi head office. More than 400

guests were invited to the occasion, which featured the introduction of MHE and Komatsu Oil and Wear Analysis (KOWA) incorporating Komatsu's advanced information and communication technology (ICT), as well as the KOMTRAX machine tracking system. With support from Komatsu Ltd. in Japan, Komatsu Parts Asia Co., Ltd. (KPAC) in Thailand and PT Komatsu Undercarriage Indonesia (KUI), the opening ceremony was a resounding success in conveying the high quality and reliability of Komatsu products and was extremely well received. Afterwards, a dinner party was held to promote closer bonds between Komatsu and invited guests.



Open house at the Marubeni Heavy Equipment Co., Ltd. (MHE) head office



New MHE head office in Hanoi

Responding to the Expanding Vietnamese Market

While demand for urban infrastructure development is progressively growing, expertise on construction equipment and information on machines and facilities are insufficient.

Komatsu provides an array of service programs that include periodic maintenance to help customers in Vietnam to reduce total lifecycle costs of construction equipment. In addition to performing periodic maintenance services and providing technical advice, MHE regularly holds seminars introducing Komatsu products and its service support structure in Vietnam. In this way and many others, MHE is conducting business as a distributor capable of operating from the customer's perspective closely tailored to local needs.

Product Support at Customers' Job Sites

At a customer's mine located 200 km (124 mi) southeast of Hanoi, more than 500 units of Komatsu construction and mining equipment are in operation. To better serve the site's needs, MHE has established the Quang Ninh branch as a service and parts supply base closer to the mine. Since 2006, a Japanese engineer from Komatsu has joined the staff to augment the servicing capabilities at the branch. Moreover, since dump trucks account for a large majority of the customer's machine fleet, engineers from Komatsu's Ibaraki Plant, which is its primary production site for dump trucks, were dispatched to the Quang Ninh branch from 2009 to 2013. In anticipation of growth in future demand for dump trucks and further product improvements by addressing quality issues, MHE will continuously strive to strengthen technical and quality support for the customer.

MHE has thus far promoted to customers in Vietnam and installed the KOMTRAX Plus system

for monitoring the health and operation status of mining equipment and EPQ Care equipment allocation system. These systems enable MHE to contribute to the reduction of costs for customers by periodically confirming the status of machines in operation, conducting proper maintenance and preventing downtime, all of which signify the unrivaled advantages of Komatsu and MHE.

Komatsu and MHE are committed to providing even better support to deliver full customer satisfaction in Vietnam.



Performing periodic maintenance services



Quang Ninh mining site

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We welcome any comments from readers via email:
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