

APPOINTMENT RELEASE

Eckhard Schäfer to head the service department of the Photonics Systems Group

Krailling, 16 July 2020 – The [Photonics Systems Group](#), a market leader in laser systems for micro material processing, adds further expertise to its management team. Starting immediately, Eckhard Schäfer will assume responsibilities for the service business of the group. As the Senior Vice President Customer Service and After Sales, he will head all after-sales activities and take charge of the further development of the service concept. He will report directly to the group's CEO, Markus Nicht.

To optimally position the group to fulfil customer needs, Schäfer will prioritise the development of the service portfolio and align it with global customer demands. In addition to comprehensive customer support as well as a modular service concept, the experienced manager will invest in the continuous growth of the portfolio to cover the entire range of service demands.

“The growth of the group as well as a high innovation density keeps posing new challenges to after-sales. Quickly mastering these challenges and realising customized solutions is a personal matter to me,” explains Schäfer. “In my new role, I am delighted with the possibility to put my international expertise to even greater use for the strategic and organisational alignment of the Photonics Systems Group.”

Schäfer looks back to over 25 years of experience in service and sales. In 1993, he started his career as a service and commissioning technician at leading high-tech mechanical engineering company Manz. His climb to the management levels saw him holding various positions, finally with global responsibility for the commissioning and after sales department. In March 2019, he switched to InnoLas Solutions to become the Vice President Sales Asia. In this position, he laid the tracks to open up future fields of business in various regions through the successful expansion of existing customer business and the integration of new fields of business into the current sales and service organisation.

“As our group develops and expands, the strategic alignment of our customer service and its international organisation is becoming increasingly challenging, while becoming even more crucial. With Eckhard Schäfer, we managed to bring an experienced and reputable expert to our team, who is already familiar with our internal structures,” explains Markus Nicht, CEO of

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Photonics Systems Group. “His expertise offers us a solid foundation to position the Photonics Systems Group in an even more professional and customer-oriented manner in the future.”

In parallel with his position as the Senior VP Service and Customer Support of the Photonics Systems Group, Schäfer will continue to act as the VP Sales Asia for InnoLas Solutions, being responsible for the photovoltaic business of the company and its growth.

About Photonics Systems Group

The Photonics Systems Group is a market leader in laser systems for micro material processing. The group comprising the companies InnoLas Solutions, LS Laser Systems, and EPP Electronic Production Partners develops, produces, and distributes customized machine and process solutions for high-precision laser applications in the photovoltaics, electronics, and semiconductor industries. The systems are used by renowned international customers in the core markets of Europe, the USA, and Asia. The group employs over 120 people at their head office in Krailling, Germany, in the USA, as well as at various sites in Asia. Further information is available [here](#).

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