

MVTec significantly expands customer support

- **Customer Services department established as direct contact for customers**
- **Mario Bohnacker takes over the management of the new department**
- **Jan Gärtner becomes new Product Manager for MVTec HALCON**

Munich, February 2, 2023 – MVTec Software GmbH (www.mvtec.com) is one of the world's leading international software manufacturers for industrial image processing (machine vision). The Munich-based company launched a new department called Customer Services in September 2022. With the beginning of 2023, the new department officially started its work externally. "We see high growth potential in our industry. The only way we can exploit this potential is to be as close as possible to our customers. One of the ways in which we achieve this goal is by providing more direct support to our customers in the DACH region. Therefore, we are raising our customer support to a new level," says Dr. Olaf Munkelt, Managing Director of MVTec, explaining the move. The department is led by Mario Bohnacker.

Being closer to the customer with a new department

The new Customer Services department builds on existing support teams. These were cut out from the engineering division and regrouped into the department. "More than 35 experienced application engineers are available to our customers. This puts us in an excellent position to be able to live up to our claim of offering first-class customer support," explains Bohnacker. Customers from German-speaking countries will primarily benefit from the direct support provided by the manufacturer. Customers from other countries will continue to be served and supported by their sales partners, but, if necessary, the Customer Services department will also provide support worldwide.

The range of services for optimum customer support offered by the new department is based on three pillars: Traditional technical support for the MVTec product portfolio, support for machine vision projects and the provision of product training. "Project support covers the service spectrum from consulting to the implementation of suitable machine vision solutions, either in cooperation with or carried out by certified MVTec partners, as required. In addition, we empower customers through training on the MVTec software products HALCON, MERLIC and the Deep Learning Tool, to use them as efficiently as possible and thus generate maximum added value for their applications," explains Mario Bohnacker.

Bohnacker, who has taken on the head of department role, started working at the company in 2017. Since the beginning of 2020, he has been responsible for MVTec HALCON, the standard software for machine vision, as product manager. "We are pleased that we were able to fill the department head position internally with Mario Bohnacker. On the one hand, he has the industry experience and on the other hand, as a former product manager, he is extremely well-versed in our software products," Dr Munkelt explains the personnel decision.

Jan Gärtner takes over product management of MVTec HALCON

The vacant position of Technical Product Manager HALCON was filled internally with Jan Gärtner as of January 1, 2023. "I am pleased that we were able to fill the position of Product Manager HALCON with Jan Gärtner without any interruptions. Thanks to his many years of work at MVTec, he is very familiar with HALCON," says Dr. Munkelt. Jan Gärtner has been working for MVTec since 2020 - previously as an employee in product development. His new tasks as product manager include the identification of future and customer-relevant technologies and their transfer into product innovations. Furthermore, Gärtner will coordinate the further development of MVTec HALCON to create maximum customer benefit.

About MVTec Software GmbH

MVTec is a leading manufacturer of standard software for machine vision. MVTec products are used in all demanding areas of imaging: semiconductor industry, surface inspection, automatic optical inspection systems, quality control, metrology, as well as medicine and surveillance. By providing modern technologies such as 3D vision, deep learning, and embedded vision, software by MVTec also enables new automation solutions for the Industrial Internet of Things aka Industry 4.0. With locations in Germany, the USA, and China, as well as an established network of international distributors, MVTec is represented in more than 35 countries worldwide. www.mvtec.com

About MVTec HALCON

MVTec HALCON is the comprehensive standard software for machine vision with an integrated development environment (HDevelop) that is used worldwide. It enables cost savings and improved time to market. HALCON's flexible architecture facilitates rapid development of any kind of machine vision application. MVTec HALCON provides outstanding performance and a comprehensive support of multi-core platforms, special instruction sets like AVX2 and NEON, as well as GPU acceleration. It serves all industries, with a library used in hundreds of thousands of installations in all areas of imaging like blob analysis, morphology, matching, measuring, and identification. The software provides the latest state-of-the-art machine vision technologies, such as comprehensive 3D vision and deep learning algorithms. The software secures your investment by supporting a wide range of operating systems and providing interfaces to hundreds of industrial cameras and frame grabbers, in particular by supporting standards like GenICam, GigE Vision, and USB3 Vision. By default, MVTec HALCON runs on Arm®-based embedded vision platforms. It can also be ported to various target platforms. Thus, the software is ideally suited for the use within embedded and customized systems. www.halcon.com, www.embedded-vision-software.com

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