



# From handover to high performance

**“Ramp-Up Support” gets you going quicker**

**David Dietsch**, Product Marketing Manager Customer Service, explains how “Ramp-Up Support” helps customers move smoothly from installation to stable production. With hands-on guidance and real-time expertise, this service ensures customer personnel feel confident and ready to unlock the full potential of their new equipment.

## Getting started with your new equipment

Bringing a new tool into production is a critical milestone. It marks the point where planning gives way to execution. The tool has been installed, testing completed and “Final Acceptance” signed (FAT). Now, the focus turns to your team who must qualify and release processes and get the tool ready for production.

This phase can be demanding, “go live” with production must stay on schedule, qualification windows are tight, and your internal teams expect clear progress. Engineers begin working with a system they may not yet fully know. Operators need time to build confidence. Process tweaks are still ongoing. Meanwhile, your management is tracking ramp-up milestones closely.

## Why “Ramp-Up Support” matters

At this point, customers often realize that questions are still coming up. If small misalignments occur now, they tend to ripple. One overlooked setting or unclear handover process can delay qualification or affect performance. The longer it takes to stabilize the tool, the more it ties up resources and delays the moment when the tool is ready to enter production.

“Ramp-Up Support” brings the clear structures required to this critical phase. Instead of reacting to issues, an experienced engineer is already on-site to guide your team, share best practices, and help your team deliver stable tool performance faster.

### Support when it counts

Operators and maintenance staff may already have completed Level 1 and Level 2 training. They know-how to navigate the interface, operate the tool, and follow standard procedures. Still, once the tool enters active production, the environment changes. In many fabs, operators switch between platforms from different suppliers. Handling multiple workflows at once is challenging, especially during the early days of production.

Meanwhile, process engineers focus on aligning tool performance with production goals. What worked during FAT or pre-production testing may need adjusting. Parameters are often fine-tuned to match recipes, workflows, and surrounding equipment.

Even small environmental differences can affect setup. Support is often called for only after progress slows or qualification is affected. With an Evatec engineer on-site right from the start, your team receives timely guidance, clear decisions, and steady support that keeps your project on track.

### What's included

Ramp-Up Support gives you direct access to a skilled Field Service Engineer during the early phase of integration. They work closely with your team as the tool moves from installation into qualification and production.

Instead of waiting for issues to be reported and handled remotely, questions are answered in real time by an engineer who is on-site with firsthand knowledge of the issues you want to address.

Adjustments can happen on the spot if parameters need refinement. You gain clarity on how to best run the tool under your specific conditions. In short, Ramp-Up Support helps your team move faster and with more confidence.

**“Start-up is always demanding, but with Ramp-Up Support it does not have to be uncertain”**

### A win for both sides

Customer feedback is clear: Ramp-Up Support makes qualification smoother, and teams feel better supported during a demanding phase. Uncertainty decreases and collaboration improves. The path to production becomes more predictable.

- Fewer unexpected service calls during warranty
- Better planning and fewer delays under pressure
- Faster progress with support already in place
- Direct contact and fast answers build trust

Ramp-Up Support is more than a bridge to production. It's a chance to see what responsive service looks like in daily operations.

### Starting strong, staying strong

The first few weeks with a new tool often determine how things will progress.

Teams begin to form routines. Processes take their final shape. Expectations for performance are set. With Evatec Ramp-Up Support, the tool reaches stable performance sooner and your team gains confidence through direct, hands-on collaboration.

So why not reach out to your local Evatec contact to explore how it could support your next project.



## The benefits are clear



### “Ramp-Up Support” – the benefits

- On-site Field Service Engineer during start-up
- Real-time answers and immediate adjustments
- Support for qualification, setup, and fine-tuning
- Hands-on coaching to reinforce earlier training
- Reduced internal workload and fewer delays
- Standard duration: 3 months, extendable monthly
- Service can be bundled with new equipment or tool relocations