

EVATEC SERVICE - HELPING OUR CUSTOMERS' BUSINESSES GROW

There's a whole lot more behind Customer Service than getting quicker and quicker in delivery of spare parts and breakdown support. Head of Customer Service **Thomas Germann** explains how Evatec's organisation and capabilities are developing, and how we help our customers grow by enhancing tool performance, capabilities and working life.



Investing in customer service capabilities

Evatec is growing and so is Customer Service. The last 12 months saw a period of huge growth for our organisation. We are now 30% bigger than we were just one year ago after investing heavily in our local organisations and especially in China, Taiwan and South East Asia. From spare parts logistics and field engineering support to customer training capabilities, we grew in every respect to enable quicker response times for our customers' whatever they need.

Reducing cost of ownership

From our customers' perspective its all about maximising daily machine output.

In the case of breakdown that means minimizing time to repair. It starts with helping customers to help themselves. Giving customers access to our "online spare parts catalogue" unique to each of their machines with simple parts visualisation speeds up identification of the parts they need. Eight (8) bonded warehouses holding stocks of spare parts around the globe means delivery of parts quicker than ever, and more field engineers available locally than ever before in 2018 means shorter wait times until we are there to help.

But there are other ways to maximise output too. Our engineers are also available to offer advice on ways to maximise throughput or yields through the many Continuous Improvement Programmes (CIP) we run together with our customers, tuning process sequences to shorten cycle times and optimising planned maintenance tasks and schedules to keep systems in peak condition.

Helping our customers to help themselves

Expanding customers' own knowledge is another effective way to maximise tool performance, increase productivity and lower their cost of ownership. Training is available across the entire Evatec range. Further expansion to our group of professional trainers in the last 12 months means we are well prepared to help you get the most from your system. Many have specialist qualifications including Performance Based Equipment Training (PBET).



Targeted training created just for you

Whether its a group of your technicians coming together for a course in system operation and maintenance or a complete customised course for individuals or small groups, our training specialists can put together the right package for you.



Training at a time & location to suit you

Come to our headquarters in Switzerland or let one of our trainers come to you. Our specialists will discuss what's best for you according to the training mix (classroom or 'hands on'), relevant equipment availability and your staffing needs.

Why retrofit?

Get the most out of your Evatec system in a cost-effective way.

- ✓ Adding Process Capabilities
- ✓ Increasing Process Reliability
- ✓ Increasing System Throughput
- ✓ Extending System Lifetime
- ✓ Implementing Custom Solutions

Typical retrofit examples

| | LLS Aligning Field Technology | CLUSTERLINE® Control Upgrade | BAK EBS 500 E Gun Upgrade |
|----------|---|---|---|
| Scope | Modification of rotary cage housing to enable installation of aligning system | New Brooks Series 8 controller with new aligner, new load lock elevator and I/O control | Replacement of older gun bodies, control electronics and powers supplies |
| Benefits | <ul style="list-style-type: none"> ▪ Boost sputter rate for soft magnetic material deposition by a factor of 2.5 | <ul style="list-style-type: none"> ▪ Higher equipment uptimes ▪ Extended platform lifetime by replacing obsolescent parts ▪ Easier use and extended "multisize" aligner capabilities | <ul style="list-style-type: none"> ▪ Higher precision and extended processes ▪ Lower thermal loads for sensitive substrates ▪ Lower materials utilisation ▪ Extended BAK working life |

With sales and service organisations in 16 countries around the globe we are never far away.

For more information or to find your local representative visit www.evatecnet.com/about-us/sales-service

4 Pillars of Sustainable Customer Service

Spare Parts



- Maintaining Infrastructure for fast global delivery
- Ensuring high tool uptime for best cost of ownership

On-site Services



- Offering self-sufficient local capability
- Accessing global knowledge base for timely support
- Working together with customers on Continuous Improvement Programs (CIP)

Upgrades/Retrofits



- Adding capability and increasing useful life of customer existing installed base
- Enhancing tool productivity and reducing running costs

Training



- Building customer knowledge for enhanced uptime
- Delivering standard & custom trainings for each product line



The future is “local”

Delivering the highest level of customer service locally is at the heart of our thinking. Making help available locally in our customers' own language and according to their local time zone means the fastest, most efficient communication and ultimately the best end result. Of course this means having spare parts available locally around the globe, but it also means backup from local Customer Service personnel with extended levels of knowledge of our customers' tools and their applications. Our investment in local application engineering and other technical support capabilities is ongoing, and as part of our new Evatec organisation our team of Customer Service personnel will also be investing in developing their market understanding.

“Going
global
means
being
strong
local”