

REMOTE SERVICE CONSULTANCY CONTRACT

A remote service contract for semiconductor production machines, such as the STS Multiplex Multiplex Legacy range or 300 series, It offers several compelling justifications, particularly in terms of efficiency, cost-effectiveness, and operational uptime. Here's a detailed rationale for the benefits of this service approach:

1. Reduced Downtime and Increased Uptime

- **Immediate Access to Expertise:** Remote service allows for instant connection to specialised technicians and engineers who can troubleshoot issues, guide in diagnostics, and provide operational recommendations, reducing the need for on-site service delays.
- **Quick Diagnostics and Recovery:** Technicians can analyse system data and perform diagnostics without travel time, which means problems can often be identified and resolved in hours instead of days.

2. Cost Savings and Budget Efficiency

- **Reduced Travel and Labor Costs:** Remote support significantly lowers the expenses associated with travel, lodging, and on-site labour, enabling the service provider to deliver high-quality support at a lower cost.
- **Flexible and Scalable Support:** Remote service contracts often provide scalable support options, so semiconductor facilities can adjust their support levels based on production demands, avoiding the cost of full-time on-site technical staff.
- **Predictable Budgeting:** With remote support structured as a service contract, semiconductor companies can budget maintenance and troubleshooting costs predictably, which aids financial planning and resource allocation.

3. Specialised Knowledge Access

- **Access to Specialised Technicians:** Advanced machines, like those used in semiconductor production, require deep technical knowledge. A remote service contract connects users with experts who have the latest training and knowledge of complex systems and software, including troubleshooting, and calibration.

4. Operational Flexibility

- **24/7 Support for Global Facilities:** With time zones and varying shifts, remote support enables semiconductor companies to maintain around-the-clock production, knowing support is available whenever it's needed.
- **Minimised Disruptions to Operations:** Remote support allows for less invasive troubleshooting and repairs, as many issues can be diagnosed and addressed without needing to halt production for technician visits or on-site diagnostics.
- **Real-Time Collaboration and Guidance:** With tools like video calls and screen-sharing, on-site staff can work directly with remote support engineers, ensuring correct procedures and minimising the likelihood of errors.

5. Health and Safety Considerations

- **Reduced On-Site Footprint:** By minimising the need for external technicians on-site, companies can reduce health and safety risks associated with increased facility access, especially relevant in high-containment production environments.
- **Risk Management:** Semiconductor equipment can be highly sensitive, and reducing the need for physical intervention minimises the risk of contamination, accidental damage, or misconfiguration associated with frequent on-site troubleshooting.

Conclusion

A remote service contract for semiconductor production machines is a forward-thinking solution, providing fast, effective, and cost-efficient support that maximises uptime, optimises operational efficiency, and supports continuous improvement. It enables semiconductor manufacturers to ensure their production machines are consistently maintained and operational with minimal disruption to production schedules.

Customers Requests for Help

In general a high success rate of at least 96% of requests are responded to within 12Hrs of a request being received by CTP Service Support.

Service Support Availability

Service Support is available 365 Days a year.

What benefits can you expect from this type of contract?

This flexible contract allows you to benefit from the experience of a factory trained service engineer, I can provide you with technical advice, fault finding advice, original documentation and product training.

In total I worked for STS for 25 years, before leaving to start my own business in 2005. In that time I held the following roles within STS.

- **Test Engineer**
- **International Service Engineer**
- **Service Manager**
- **Training Manager**

Terms and Conditions

The cost of the contract is **£1800 for 12 months support.**

Please Note: The contract will only **start from the date your PO is recieved.**

Pease Note: **No unused time can be carried over to the next contract.**

LIST OF SUPPORTED STS PRODUCTS BY THIS REMOTE SERVICE CONTRACT

300 SERIES TOOLS

308 PC
310 PC
320 PC
340 PC

MULTIPLEX SERIES TOOLS

Multiplex ICP
Multiplex RIE
Multiplex CVD
Multiplex HRM
Multiplex AOE

CLUSTER MACHINES

Cluster ICP
Cluster RIE
Cluster CVD
Cluster HRM
Cluster AOE

PRO SERIES MACHINES

Pro ICP
Pro RIE
Pro CVD
Pro HRM
Pro AOE

CUSTOMER TESTAMONIALS

Please don't just take my word on it, look below at what some previous customers have said.

**James R Fraser IML Manager
Brigham Young University**

I used Gareth's remote technical support package to solve a difficult equipment problem on my STS ICP system. I found him knowledgeable and very easy to work with. We communicated solely through email and his response time was great. I was especially impressed that he responded quickly even when he was out on service visits to other customers. He went the extra mile by working with relatively untrained personnel at my site and stuck with it until we were able to find the solution. If you have an STS system and need remote support, I would definitely recommend him. I hope I don't need this type of service again, but If I do I'll use him again.

**Lage von Diesen Electro-Mechanical Systems
Specialist**

University of Minnesota

"The service I received was incredibly timely, informative, and professional. I was in need of troubleshooting service expertise on my RIE etching system as I was having issues with my control modules failing to communicate properly and to execute some control functions. I was able to obtain critical knowledge, including some drawings/schematics that I thought were unobtainable given how old my tool was, and this all allowed me to get my system back up and running far faster than I could have hoped for. Gareth Morgan also rebuilt/repaired some of my analog control modules that I was unable to repair in house and that service was also speedy and very reliable. Thanks again!"