

Product Support for Semiconductor Equipment

Complex Equipment Calls for Uncompromising Services and Support

The equipment used in semiconductor manufacturing is highly sophisticated, including lithography systems, deposition equipment, etching machines, inspection and metrology tools, and other precision instruments. Miniaturization, heterogeneous integration and advanced packaging are driving the need for enhanced knowledge, tools and processes, while supply chain constraints, environmental regulations, skilled labor shortages and other challenges threaten the ability of original equipment manufacturers (OEMs) to meet customer expectations.

Repairing and servicing semiconductor equipment flawlessly requires equally sophisticated services as well as a high level of expertise to address increasing complexity in a technologically sophisticated and rapidly evolving industry. Keep your high-value semiconductor manufacturing equipment in service and operating at peak performance longer with a proven outsourced services partner like Shyft Global Services.

Refocus On Innovation That Keeps You Competitive

Outsourcing your semiconductor equipment services to a partner with the knowledge, processes and capabilities to manage them meticulously garners key business and technical outcomes for you and your customers.



Optimal Quality and Support

Deliver an elite customer experience with a semiconductor equipment services partner dedicated to uncompromising quality, continuous improvement and high standards for ongoing support.



Enhanced Sustainability

Outsourcing services to a sustainability-minded partner can simplify lifecycle management and help your organization meet stringent regulatory requirements without compromising performance.



Data and IP Protection

Protect vulnerable assets with robust security and data handling protocols that ensure private, proprietary and sensitive information stays that way for semiconductor manufacturing equipment while it's in transit and being serviced.



Efficiency and Uptime

Increase uptime and minimize production disruption with technology services that marry expertise and experience with OEM-authorized component sourcing, deep supply chain relationships and superior inventory management.

Outsourced Technology Services for Semiconductor Equipment Manufacturers

Lean on Shyft as an extension of your team for onsite field service engineers, technical support and depot repair services for semiconductor manufacturing and test equipment — leveraging advanced tools, deep technical expertise and a cleanroom environment.

Key capabilities include:

- ▶ Cleanroom environment
- ▶ Component-level repair
- ▶ Root cause analysis at board level
- ▶ 3D X-ray capability for BGA solderability assessment
- ▶ Sustainability and circular economy support
- ▶ Logistics and supply chain management
- ▶ L1–L3 engineering and technical expertise
- ▶ 24x7x365 Global Technical Assistance Center
- ▶ Global field services
- ▶ Customer management

Solving Key Service Challenges for Semiconductor Equipment Manufacturers

Semiconductor manufacturing demands precisely engineered, meticulously calibrated and technologically sophisticated equipment at every step of production. The complexity of manufacturing devices, instruments and processes, along with trends such as miniaturization and heterogeneous integration, are driving the need for equally advanced knowledge, tools and procedures to keep high-value equipment in service and operating at peak performance long after initial deployment.

Mastery across technologies, systems and protocols — combined with a focus on quality and compliance — means you can rely on Shyft to service your most complex and precisely calibrated semiconductor manufacturing equipment.

- ▶ Precision mechanical tools
- ▶ Data and IP protection
- ▶ OEM-authorized component sourcing
- ▶ Enhanced sustainability and uptime
- ▶ Robust operations for quality control
- ▶ Decades of technical expertise
- ▶ Actionable reporting and increased visibility

About Shyft Global Services

Shyft Global Services is a leading technology lifecycle service provider that partners with companies around the world to shift the way they do business. Powered by a robust global logistics network, team of outsourcing experts and decades of experience, Shyft's end-to-end product and customer lifecycle services enable technology companies to reinvest in growth, transformation and innovation.

Ready to shift your business forward?

To learn more, visit: shyftservices.com

