

from total system optimization to premium quality parts, we have you covered

# Service Offerings

At Applied Materials, we understand every customer has unique challenges, and we provide a comprehensive suite of service capabilities designed to help customers meet their manufacturing goals. From startup to fab expansion, from pilot lines to mass production, we have a service plan to ensure your tools and fab are operating at peak performance.

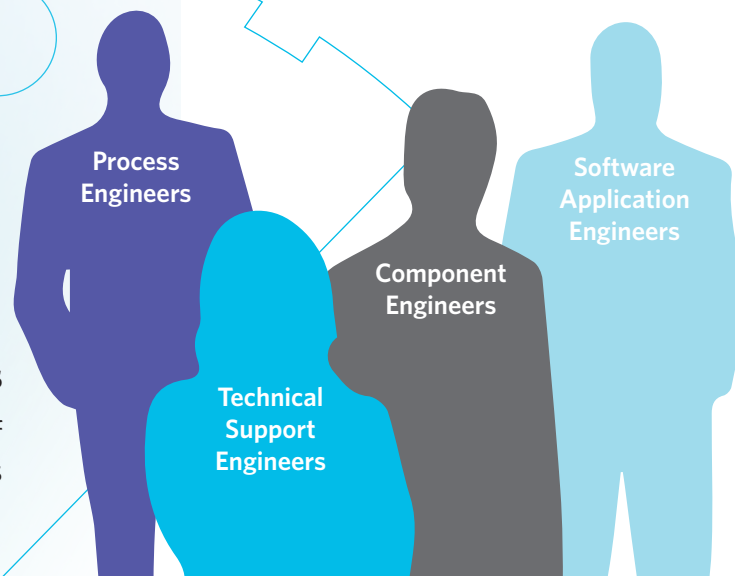
## Unit Process Services get your fab up and running

Whether you are ramping your tools, facing tighter process specifications during a node transition or dealing with yield issues, our unit process services are designed to get your fab up and running as quickly as possible. **Applied Performance Service®** packages offer the widest range of customer options and largest range of tool-specific performance commitments. With access to the Applied network of service experts, BKM and advanced data analytics for on-wafer improvements, customers choosing Applied Performance Service packages achieve the highest return on their investment.

Achieved scrap reduction of >60% on CMP tools by implementing advanced analytics, BKM and hardware upgrades.

### Network of Service Experts

Increasing the value of **5,000** field engineers



## Output Services increase equipment availability

If your goal is to increase system uptime, **Applied Managed Service®** offers priority support for corrective and preventive maintenance with a focus on increasing equipment availability. Optimized maintenance schedules will reduce downtime and help you reduce green-to-green time to get more out of your tools. By employing proprietary advanced data analytics with our field service server, Applied service can increase your fab throughput to meet or exceed factory goals.

Our premium service offerings include access to our **Applied FabVantage® 360** benchmarking team as well as the latest in parts technology and coatings specifically designed for improved lifetimes and customized for your fab needs.

### for help when you need it

**Applied Standard Service** provides expert response to equipment downs. With standard service, as with all our comprehensive service packages, our Applied certified field engineers have access to the Applied network of service experts and Applied quality parts.

**Preventive Maintenance (PM)** service agreements, available as an add-on with Applied Standard Service or during warranty, offer the expertise, efficiency and affordability you need to keep your Applied Materials equipment operating at peak performance. Our PM experts and commitment to First Time Right performance ensures repeatable and predictable results.

Improved PM **green-to-green** by > 35% with >95% **PM success rate** on a fleet of etch tools by implementing chamber conditioning and chamber seasoning models with our field service server.

Optimized PM schedules to **reduce green-to-green time by an average of 40%** on Epi tools under a managed service agreement.

## World-Class Supply Chain

Applied's extensive global parts network provides robust tracking capabilities for on-time delivery assurances as part of our service agreements. Applied Materials maintains one of the industry's most complete global inventories of high quality spare parts, which allows us to leverage our supply-chain to provide parts support specifically tailored to your operational needs.

Included in service contracts or as a stand-alone spares product, **Total Kit Management® (TKM)** solutions offer turnkey, cost effective chamber kits with Applied-managed logistics. With certified cleaning, advanced coating technology and no wait time for parts, you can count on quality kits with minimal downtime.

A more comprehensive parts support option for customers is **Applied Forecast Parts Management® (FPM)**. FPM is based on forward-looking proactive supply-chain management to reduce wait time for parts and optimize on-site inventory levels.

Using **HeadSmart® TKM** reduced a customer's cost per wafer pass by 10x, which lowered the overall supply chain costs and improved the CMP head lifetimes. Options available with HeadSmart, such as **QuickStart™**, **HydroClean™** and **HydroCoat™**, can further reduce defects and lower cost.

- » Over 200 inventory locations
- » Robust repair & refurbishment network
- » Parts engineering center of excellence

