

Thermo Scientific Service: Data-driven solutions to drive your business

Advance Service for Semiconductor

Empowered by technology, optimized with on-site support

As a part of the semiconductor and electronics industry, you need to improve the value you gain from your instrument by producing more higher quality samples and reducing cost per sample in order to drive your business forward. You need to be able to rely on your existing equipment to meet the ongoing need for uptime and results to support your company's aggressive goals.

Dynamics are converging in the semiconductor market. New frontiers of demand from new applications and products are opening, as challenges increase around the significant cost of R&D. At the same time, discovery and retention of colleagues with expert-level skills grows more difficult. These dynamics necessitate that you make the most of existing capital equipment and seek novel ways to create a competitive advantage.

You need a comprehensive solution that can train and upskill your team while also increasing system productivity and avoiding unplanned downtime. Underpinning all of this is the need for data, which facilitates visibility into the effectiveness of your process and your fleet.

Our Thermo Scientific™ Advance Services for Semiconductor can help fill gaps by upskilling users and staff and helping to improve the productivity of existing systems. Instead of waiting for a problem to occur, we can be a part of your solution every single day.



With Advance Services for Semiconductor, we now offer an end-to-end solution that integrates convenient access to data, applications assistance and training, the support of a **Customer Success Manager**, and the comprehensive on-site maintenance you are accustomed to. These integrated features allow us to guarantee your uptime and ensure you are getting the most value from your system and fleet every day.

Semiconductor systems connected to Thermo Fisher Scientific with Accelerate or Advance contracts experience up to a 20% reduction in unplanned service events.

Key Features



Customer Success Manager

A dedicated technical expert will connect you with support and resources, and routinely meet to discuss system performance, uptime and productivity



System Remote Monitoring

Technical experts will monitor key system parameters and will proactively notify your Field Service Engineer if support is needed to avoid unplanned events and improve predictability



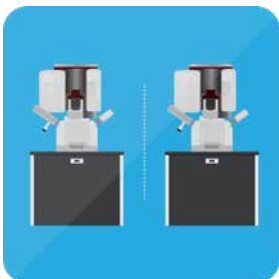
Uptime Guarantee

Gives you our commitment to meet or exceed your system availability demands



Connected Care Portal

Secure, portal delivers insights into system health and performance. Track uptime and utilization, view system health by module, and conveniently access system reports anytime, anywhere



Fleet Compare

Makes reviewing system and fleet performance easy and convenient, enables you to quickly find outliers and facilitates operational improvements and adoption of best practices

Advance Portfolio for Semiconductor

	Advance Vital	Advance Elevate	Advance Optimize
Sustaining			
On-site response time	48 hours	24 hours	4 hours
Preventive maintenance	•	•	•
Corrective maintenance	•	•	•
Software updates	•	•	•
Spare parts	•	•	•
Labor and travel	•	•	•
RAPID remote diagnostics	•	•	•
10% consumables discount			•
Predictability			
Shift work-through		1 hour	2 hours
After-hours on-site service		16 hours	40 hours
Uptime guarantee		90%	93%
Smart PM	•	•	•
Productivity			
System Remote Monitoring	•	•	•
Account reviews	Semi-annual	Quarterly	Monthly
Customer Success Manager	•	•	•
Customer Productivity Engineer	8 hours	24 hours	40 hours
Connected Care Portal	•	•	•
Consumable Monitoring	•	•	•
Fleet Compare	•	•	•



Enhanced uptime and productivity after the warranty period:

Advance Vital

Benefit from key insights into system health and performance. This package includes access to **System Remote Monitoring**, the **Connected Care Portal**, and the **Fleet Compare** feature, the support of a Customer Success Manager and semi-annual account reviews, **8 hours** of a Customer Productivity Engineer, Consumables Monitoring and SmartPM, as well as preventive and corrective maintenance, spare parts, software updates, **RAPID** remote diagnostics, and a **48-hour on-site response**.

Advance Elevate

Differentiate your business and drive results with this integrated service. This package includes support from our **Customer Success Manager**, **System Remote Monitoring**, **24 hours** of a Customer Productivity Engineer, and access to the **Connected Care Portal** and the **Fleet Compare** feature, and an uptime guarantee of **90%**. Your uptime and output is further supported with 1 hour of shift work-through, **16 hours** of after-hours service, and quarterly account reviews. You will also receive our hallmark on-site maintenance service, which includes preventive and corrective maintenance, spare parts, software updates, **RAPID** remote diagnostics, and a **24-hour response time**.

Advance Optimize

Transform how you work with this wide-ranging service that includes abundant applications support and every premium service feature. This package includes support from our **Customer Success Manager**, **System Remote Monitoring**, and access to the **Connected Care Portal** and the **Fleet Compare** feature, **40 hours** of a Customer Productivity Engineer, Consumables Monitoring, SmartPM, and an uptime guarantee of **93%**. When it comes to maintenance support, Advance Optimize reflects the highest level of attention and care, including 2 hours of shift work-through, **40 hours** of after-hours service, monthly account reviews, a **10% consumables discount**, and our fastest on-site response time of **4 hours**.

 Learn more at thermofisher.com/emserviceandsupport

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