

Performance Solutions



K-T SERVICES

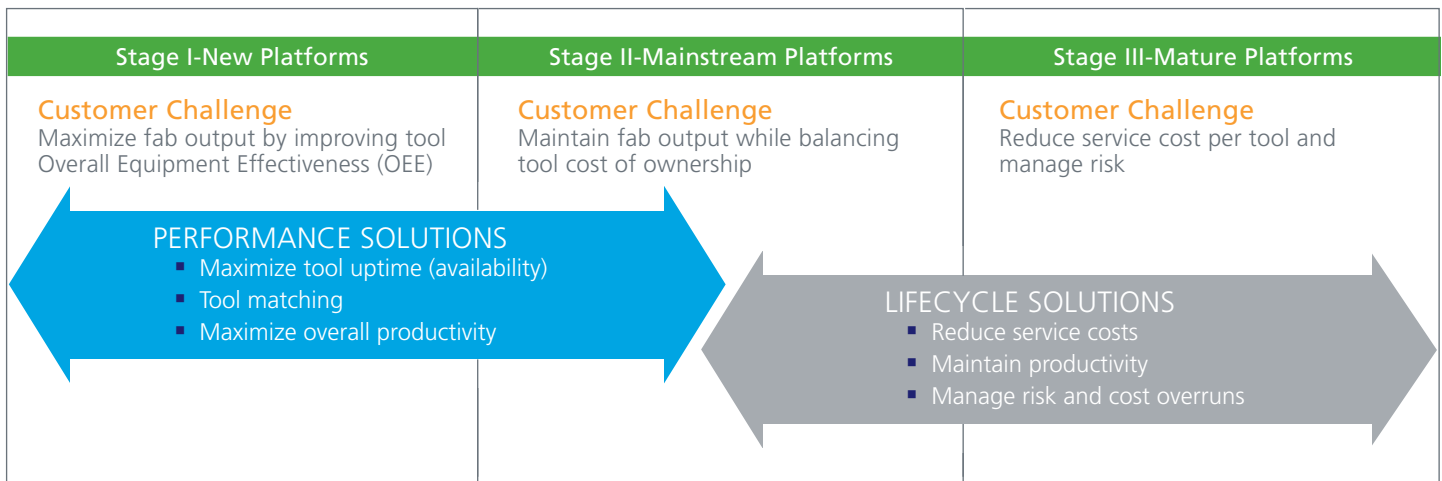
For leading edge factories where
productivity and performance
are essential

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MANAGING TOOLS THROUGH THE LIFE STAGES

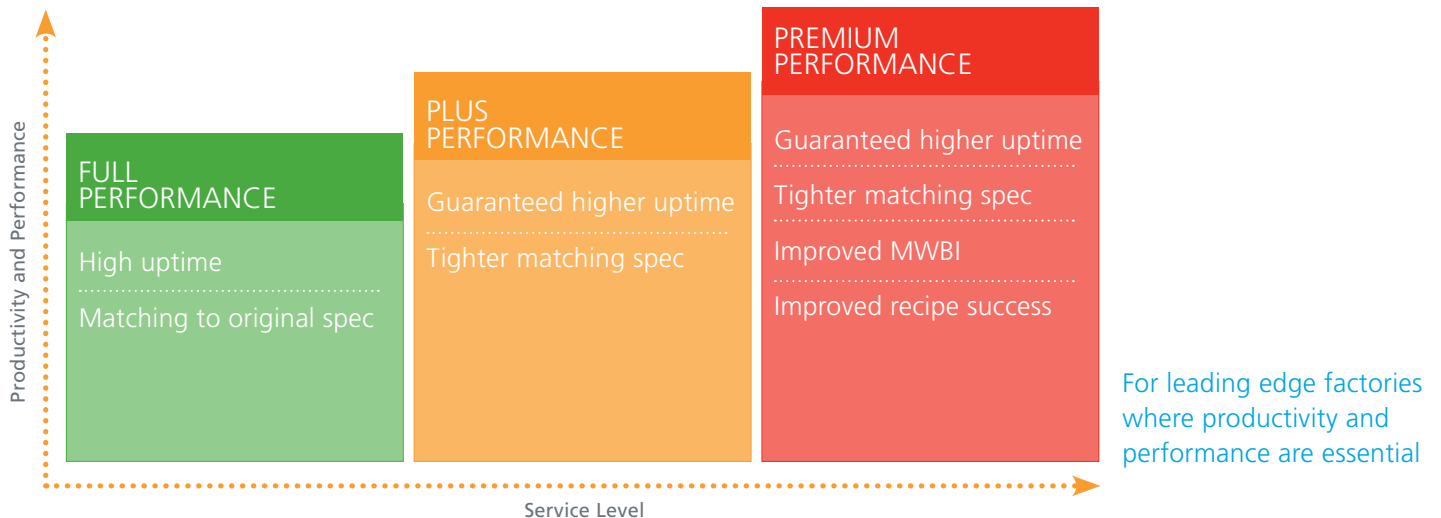
KLA-Tencor tools, as with all semiconductor capital equipment, typically undergo three stages during their life. KLA-Tencor Services is committed to meeting the customer's evolving requirements as their tool moves through the life stages by providing Performance Solutions and Lifecycle Solutions:



PERFORMANCE SOLUTIONS

Our Performance portfolio of service agreements support leading edge 300mm, mask, and wafer factories where productivity and performance are essential. The Performance portfolio is offered in **Full**, **Plus** and **Premium** configurations – providing a solution for every service level required.

The Premium and Plus performance packages offer KlearPoint™. KlearPoint allows you to monitor the productivity of your fleet of tools automatically, from a web interface, complementing your MES system by automatically capturing, binning and reporting system-generated performance diagnostics.



KLA-Tencor Services, in support of KLA-Tencor's inspection and metrology tools, enable customers to realize their required productivity and performance at the lowest overall cost. Only KLA-Tencor Services delivers the expertise and support infrastructure needed to service highly complex systems — ensuring customers achieve required uptime and matching with uncompromised sensitivity and precision.

KLA-TENCOR SERVICES:

Delivers the expertise to service highly complex inspection and metrology systems

Ensures customers achieve the required uptime and matching with uncompromising sensitivity and precision

Provides a broad portfolio of service agreements to meet the requirements of both leading edge and mature factories

CHOOSE YOUR PACKAGE AND SERVICE LEVEL TO MEET YOUR NEEDS

HIGHER SERVICE LEVEL = HIGHER UPTIME WITH LESS VARIATION	FULL PERFORMANCE	PLUS PERFORMANCE	PREMIUM PERFORMANCE
Improved recipe success			•
Improved MWBI			•
Guaranteed higher uptime		•	•
Tighter matching specs		•	•
KlearPoint™		•	•
Priority escalation		•	•
7x8 coverage as required		•	•
Majority of parts delivered ≤ 4 hrs		•	•
Optimized local parts stock		•	•
Annual customer equipment/applications training		•	•
High uptime	•	•	•
CIP for hardware and software updates	•	•	•
≤ 4 hrs response time	•	•	•
100% parts and technical expert coverage included	•	•	•
Matching to original spec	•	•	•
5x8 coverage	•		
Majority of parts delivered ≤ 24hr	•		

KLA-TENCOR SERVICE and SUPPORT

Customer service is an integral part of KLA-Tencor's portfolio that enables our customers to accelerate yield. Our extensive customer service organization collaborates with customers worldwide through the life stages of their factory and tools to achieve the required productivity and performance at the lowest overall cost.

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