

New Veeco Service Portfolio Offerings

NEW PERFORMANCE SERVICE

- > Comprehensive service to improve tool productivity, enhance process performance, improve yield and optimize cost of ownership.
- > Includes all parts and all labor (7x24). Upgrades included as needed to meet performance. Annual CoO reduction included.

NEW MANAGED SERVICE

- > Comprehensive service with priority to support customer highest value problem – **Uptime or year-on-year cost of ownership.**
- > 7x12 labor for CM/PM + Non-cons + Cons (as defined).
- > Veeco manages customer 3rd party parts to Veeco genuine parts

EXTENDED WARRANTY (additional options)

- > Extends warranty coverage with similar warranty-like features. 5x8 labor + Non-consumables included.

NEW PARTS ON DEMAND

- > Inventory planning and management for defined list of consumable parts positioned near the customer to minimize tool downtime due to parts delays)

TRANSACTIONAL (additional options)

- > Certified parts and labor delivered at standard lead times as available
- > Only On-time ship to lead-time commit for parts.
- > Pre-purchase block of hours with discounts for use within 1 year

Flexible, Comprehensive Service Solutions to Support Customer Success

Veeco has announced a new and expanded portfolio of service offerings, designed to better align Veeco's Service solutions with our customer's success and factory requirements. At a time of rapid technological and market change, we recognize the importance of maximizing the value of Veeco tools with value-aligned Veeco services to improve uptime, cost of ownership and service support.



Innovation. Performance. Brilliant.

New Veeco Service Portfolio Offerings

Flexible, Comprehensive Service Solutions to Support Customer Success

FEATURES	TRANSACTIONAL	PARTS ON DEMAND	EXTENDED WARRANTY	(*) MANAGED SERVICE	(*) PERFORMANCE SERVICE
Key Metric	Lead time only	Parts hit rate	Parts hit rate Labor response time	(*) Supplier Dependent Uptime or Yr-on-yr CoO	(*) Performance (Yield)
CM Labor	Billable Option	N/A	✓ (M-F/5x8 only) (5% discount on weekend rate)	✓ (7x12)	✓ (7x24)
PM Labor	Billable Option	N/A	Billable Option	✓ (7x12)	✓ (7x24)
Expert Support (GPS, Applications, Escalation)	N/A	N/A	Included for covered events	✓	✓
Non-Consumables	Billable Option	Veeco Defined	✓	✓	✓
Consumables	Billable Option (no discount)	Veeco Defined (3% discount)	Billable Option (5% discount)	✓	✓
Predictive Analytics	N/A	N/A	N/A	(*) ✓	(*) ✓
Kitting & Cleaning	N/A	N/A	(*) Billable Option	(*) ✓	(*) ✓
Software Upgrades	N/A	N/A	Updates Only	✓	✓

(*) Not available now

Find out more at www.veeco.com
or call 1.888.24.VEECO

Contact Us
Veeco
3191 Laurelview Court
Fremont, CA 94538
(510) 413-9767

©2015 Veeco Instruments, Inc.



Innovation. Performance. Brilliant.