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

Accelerate 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 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 your capital equipment and seek novel ways to create a competitive advantage.

You need a comprehensive solution that can support 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.

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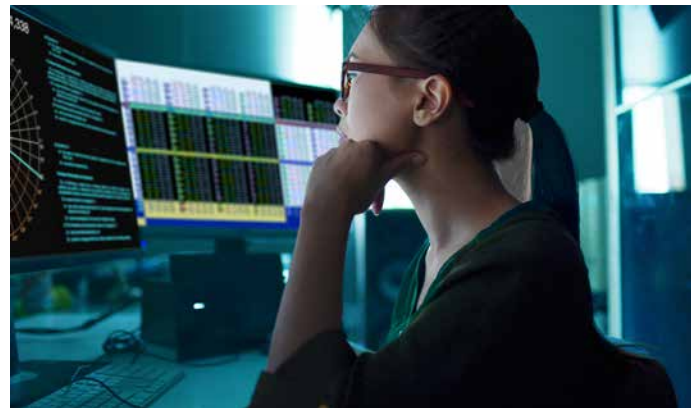
Customer Success Manager, and the comprehensive on-site maintenance you are accustomed to. These integrated features allow us to guarantee your uptime and ensure you are getting the most value from your system and fleet every day.

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

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Key Features

Customer Success Manager
A dedicated technical expert will support you during installation, 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
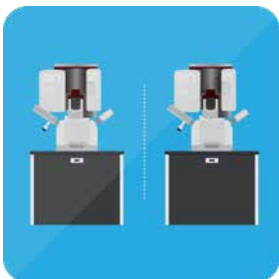

Uptime Guarantee
Gives you our commitment to meet or exceed your system availability demands

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

Accelerate Portfolio for Semiconductor

	Standard Warranty	Accelerate Elevate	Accelerate 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		Quarterly	Monthly
Customer Success Manager		•	•
Customer Productivity Engineer		8 hours	24 hours
Connected Care Portal		•	•
Consumable Monitoring		•	•
Fleet Compare		•	•

Services to elevate your success in the warranty period:

Accelerate Elevate

Achieve enhanced uptime and productivity with our innovative service. This package includes support from our **Customer Success Manager**, **System Remote Monitoring**, 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 a Customer Productivity Engineer, Consumable Monitoring, SmartPM, 1 hour of shift work-through, 16 hours of after-hours service, quarterly account reviews, and a 24-hour response time, which is two times faster than the standard warranty.

Accelerate Optimize

Enjoy wrap-around support that will yield peak productivity and output during the warranty period. This package includes support from our **Customer Success Manager, System Remote Monitoring**, and access to the **Connected Care Portal** and the **Fleet Compare** feature, providing you a guaranteed **93%** uptime. When it comes to maintenance support, Accelerate Optimize reflects the highest level of attention and care, including a Customer Productivity Engineer, Consumable Monitoring, SmartPM, 2 hours of shift work-though, 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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