

# CSS Result EV Group

# Tech Insights

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# TechInsights Customer Satisfaction Survey 2024

## # 1 Focused Supplier of Semiconductor Making Equipment





# EV Group Awarded 10 BEST Supplier



- EV Group, the industry-leading wafer-bonder supplier, earns RANKED 1<sup>st</sup> award in:
  - 10 BEST *Focused Suppliers of Semiconductor Making Equipment*
    - receives its highest score of 9.36
  - THE BEST *Fab Equipment*
  - THE BEST *WFE to Specialty Semiconductor Makers*
  - *Lithography Equipment*
  - *Specialty Fab Equipment*
    - awarded for 9<sup>th</sup> consecutive year
- EV Group improves its rating for the seventh consecutive year

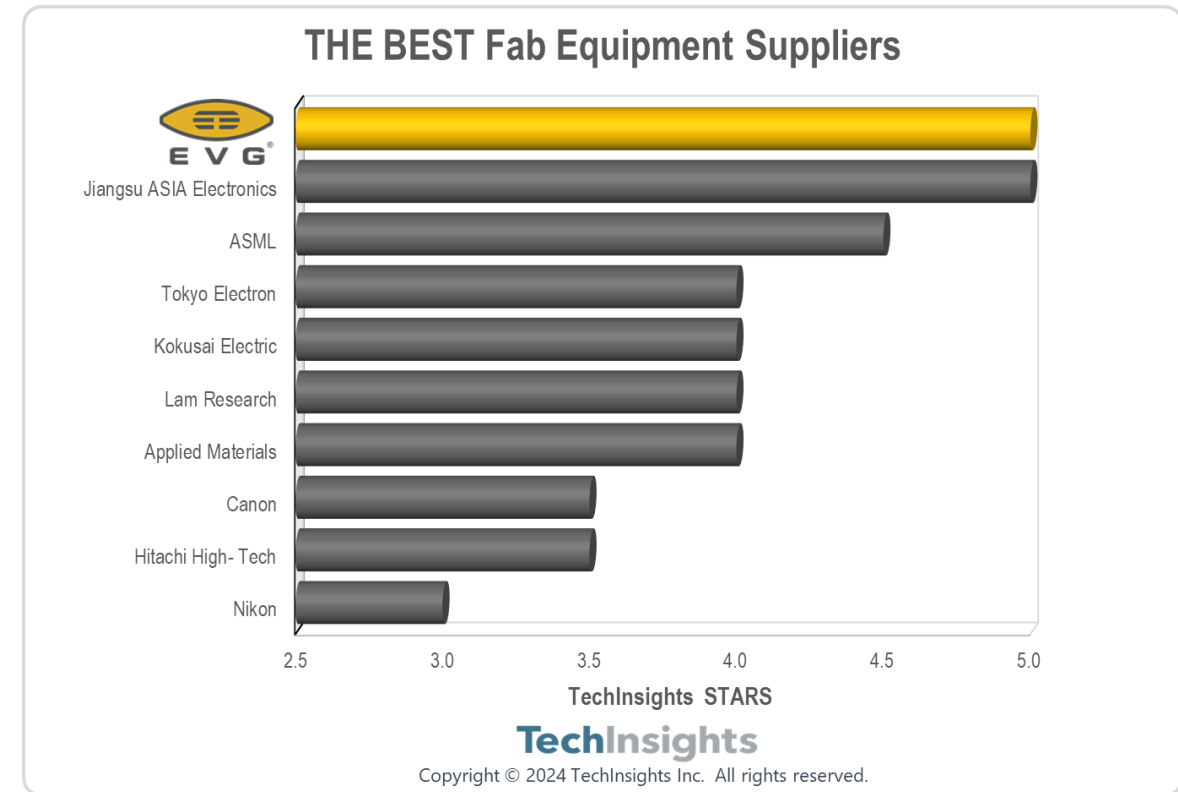
FOCUSED SUPPLIERS OF CHIP MAKING EQUIPMENT	Rating	TechInsights Stars
 EVG®	9.36	★★★★★
FormFactor	9.36	★★★★★
Jiangsu ASIA Electronics	9.23	★★★★★
HANMI	8.62	★★★★☆
VAT	7.86	★★★★☆
EBARA	7.63	★★★★☆
Kashiyama	7.53	★★★★☆
Brooks Instruments	7.38	★★★★☆
MKS Instruments	7.27	★★★★☆
Nikon	7.14	★★★★☆

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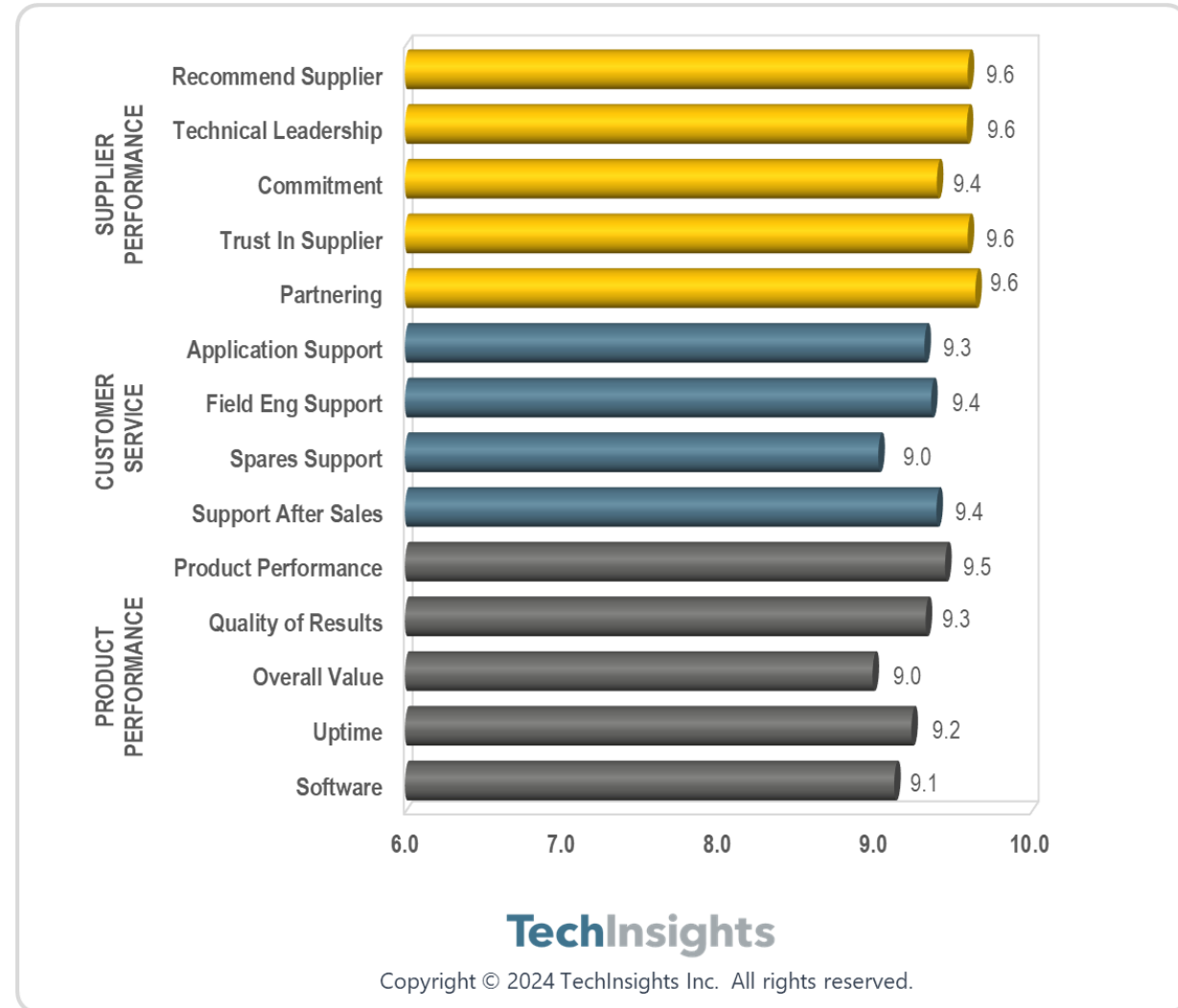
# EV Group Performance Among Peers

- Wins all three awards for a 12<sup>th</sup> consecutive year
- Awarded 5 Stars in THE BEST *Suppliers of Fab Equipment and WFE to Specialty Semiconductor Makers*
  - 22<sup>nd</sup> consecutive year earning THE BEST award for *Fab Equipment Suppliers*
  - 8<sup>th</sup> consecutive year earning THE BEST *Supplier of WFE to Specialty Semiconductor Makers*
- EV Group is highly trusted and recommended by customers, it was recognized for its partnering and technical leadership efforts



# How Customers Perceive EV Group

- Earns the highest score of all 10 BEST *Focused Semiconductor Making Equipment Suppliers* in 6 categories
- Increases its ratings in all 14 rating categories
  - *Recommended Supplier, Technical Leadership, Commitment, and Support after Sales* up 40 basis points
  - *Trust in Supplier, Product Performance, Overall Value, and Uptime* up 30 basis points
  - *Partnering, Application Support, Spares Support, and Quality of results* up 20 basis points
  - *Software* up 10 basis points
- Highest scores\*
  - *Recommended Supplier*
  - *Technical Leadership*
  - *Trust In Supplier*
  - *Partnering*

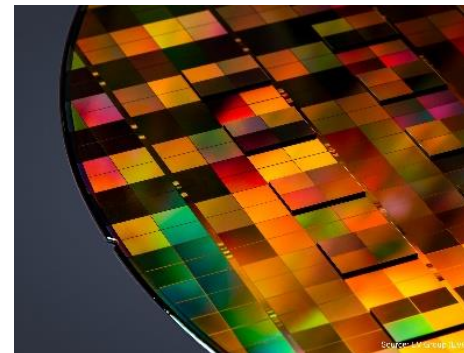
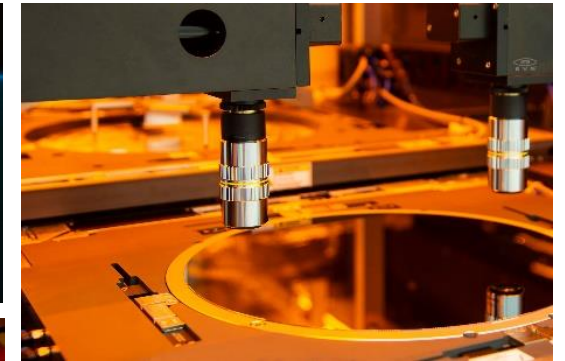
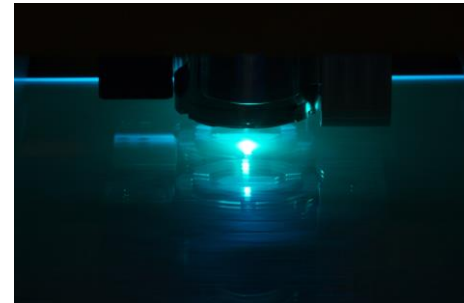


# More Perceptions From Customers

- **Excellent** company and excellent product.
- Good **responsive support** for legacy product.
- Good product with known good **support**.
- EVG's Nano Imprint tool is a good one among similar tools in this category, their understanding of the needs and **technical support** is very good. Tool performance is also good. We evaluated Nano Imprint tool for Grating printing and results are satisfactory.
- Several **recommendations**, technical support.
- Long **experience** with supplier.
- **Excellent** technical support, fast response to CS, direct technical response and test fab operation at the head office.
- EVG is the current market and technology **leader** in bond and debond.
- **Excellent service** and partnership. **Responsive**. Quality equipment.
- Outstanding product. Excellent service. Developing new processes, **great partner**.
- Excellent support, and **very reliable** equipment over many years operation.
- **Good service** and reliable product performance.
- We are very grateful for the **prompt** return calls and feedback we receive regarding equipment troubles and inquiries.
- So far only **good experiences** with EVG tools. **Very satisfied** with tech support.

# EV Group's Approach to Customer Satisfaction

- Process knowledge focus is key to developing core capabilities of wafer bonding, lithography, and metrology
  - EVG provides solutions for manufacturing semiconductors, MEMS, compound semiconductors, power devices, and nanotechnology devices
- Dedicated HVM equipment platform boosts productivity and lowers cost-of-ownership of novel infrared laser release technology through silicon carrier wafers for 3D integration applications
- Triple-i philosophy: invent-innovate-implement guides their enthusiasm for technology, innovative strength, and internationality
  - Enables customers to commercialize their new product ideas





# About EV Group



EV Group (EVG) is a leading supplier of high-volume production equipment and process solutions for the manufacture of semiconductors, MEMS, compound semiconductors, power devices, and nanotechnology devices. A recognized market and technology leader in wafer-level bonding and lithography for advanced packaging and nanotechnology, EVG's key products include wafer bonding, thin-wafer processing and lithography/nanoimprint lithography (NIL) equipment, photoresist coaters, as well as cleaning and inspection/metrology systems. With state-of-the-art application labs and cleanrooms at its headquarters in Austria, as well as in North America and Asia, EVG is focused on delivering superior process expertise to its global R&D and production customer and partner base—from the initial development through to the final integration at the customer's site. Founded in 1980, EVG services and supports an elaborate network of global customers and partners all over the world, with more than 1300 employees worldwide and fully-owned subsidiaries in the U.S., Japan, South Korea, China, and Taiwan.

# About the 2024 TechInsights Customer Satisfaction Survey

TechInsights received feedback from more than 53% of the chip market and 96% of subsystems customers for this year's survey. The survey spans 2 1/2 months and covers five languages. Worldwide participants were asked to rate equipment suppliers among fourteen categories based on three key factors: supplier performance, customer service, and product performance. 1,358 surveys were returned, resulting in 18,965 total responses.

The TechInsights annual *Customer Satisfaction Survey* is the only publicly available opportunity since 1988 for customers to provide feedback to suppliers of semiconductor equipment and subsystems. The 10 BEST and THE BEST awards provide special recognition to suppliers that are rated highest by their customers.

**10 BEST** awards recognize each **chip making equipment supplier** as a whole, regardless of product type:

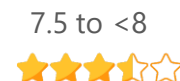
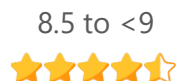
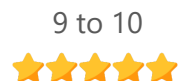
- Fab, Test, Assembly, and WFE Subsystems equipment ratings are grouped together for an overall rating for each supplier
- Each supplier is then listed in one of two categories based on a three-year average of total revenues for all its market segments: **Large** or **Focused**

**THE BEST** awards recognize the more detailed markets:

- **Fab Equipment, Assembly Test Equipment, WFE to Foundation Chip Makers, WFE to Specialty Chip Makers, Assembly Subsystems, Test Subsystems, and WFE Subsystems**

**RANKED 1<sup>st</sup>** awards place special distinction on suppliers that achieve the highest rating from customers in any survey category, including:

- **10 BEST** and **THE BEST**
- Specialized areas such as: **CMP, Deposition, Etch & Clean, Implant, Lithography, Process Diagnostics, Specialty Fab, Assembly Subsystems, Test Subsystems, and WFE Subsystems**



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