

CSS Result EV Group

Tech Insights

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TechInsights Customer Satisfaction Survey 2023 Eleventh Consecutive Triple Crown Win






EV Group Performance Among Peers



- Receives 5 Stars in THE BEST Suppliers in *Fab Equipment, WFE to Specialty Chip Makers, and WFE to Foundation Chip Makers*
 - 7th consecutive year earning THE BEST Suppliers of WFE to Specialty Chip Makers
 - 21st consecutive year earning THE BEST award for *Fab Equipment Suppliers*
 - Earns highest score of all *WFE to Foundation Chip Makers* in *partnering* and *overall value*
- RANKED 1st award in *Specialty Fab Equipment* for an 8th consecutive year

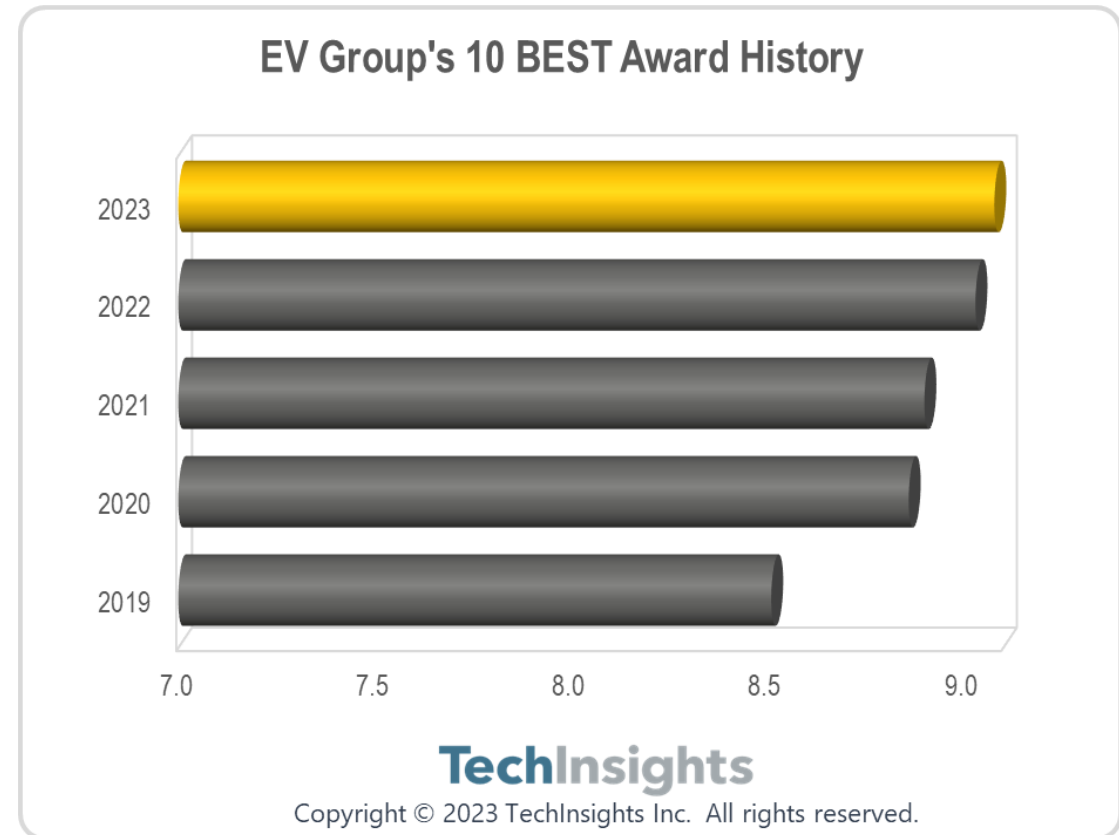
FAB EQUIPMENT	Rating	TechInsights Stars
ASML	9.40	★★★★★
 EVG	9.07	★★★★★
AMEC	8.87	★★★★☆
Jiangsu ASIA Electronics	8.86	★★★★☆
Plasma-Therm	8.79	★★★★☆
Tokyo Electron	8.17	★★★★☆
Lam Research	8.15	★★★★☆
Kokusai Electric	8.10	★★★★☆
Applied Materials	7.77	★★★★☆
Hitachi High-Tech	7.58	★★★★☆

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EV Group Awarded 10 BEST Supplier

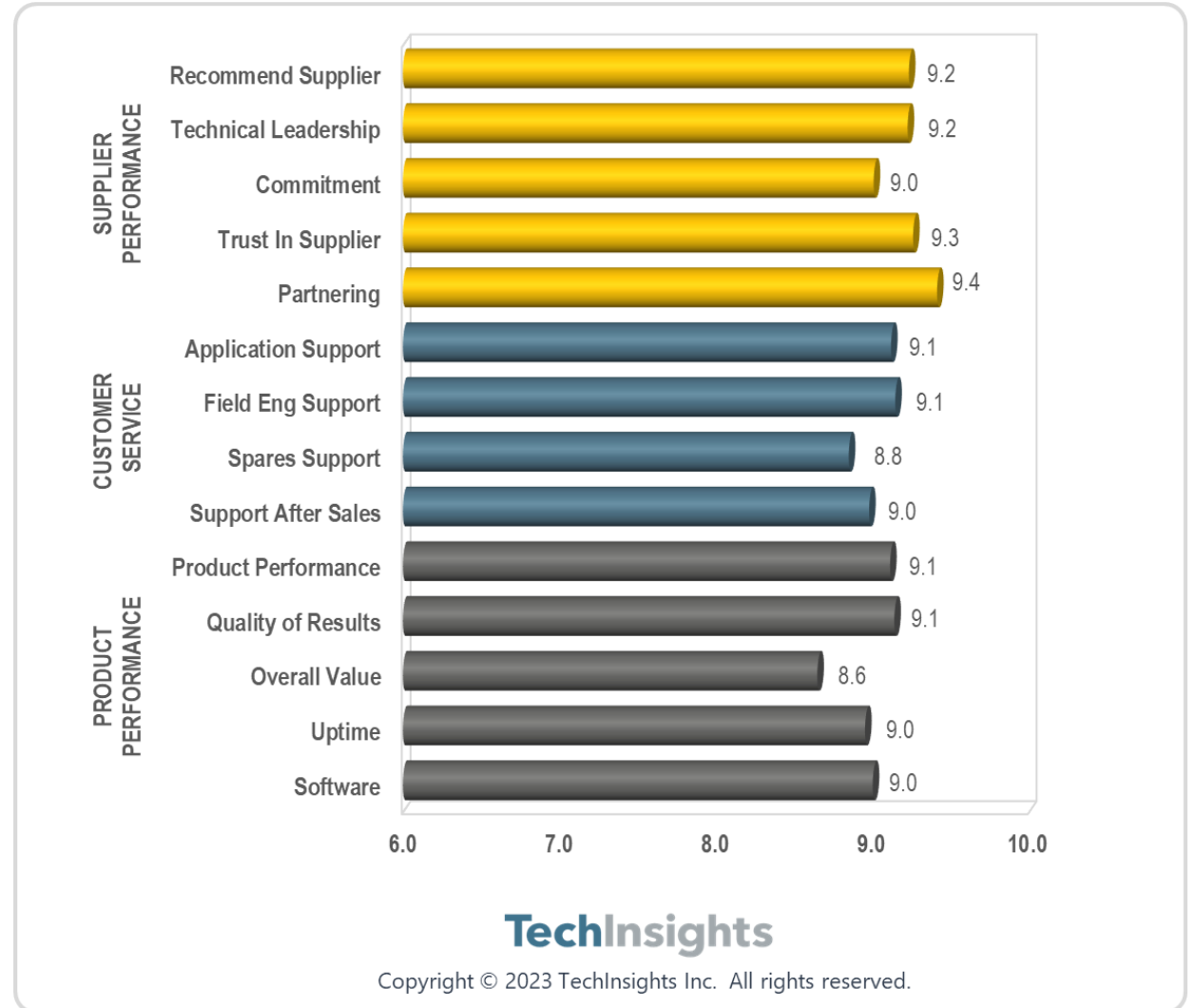
- EV Group, the industry-leading wafer-bonder supplier, awarded 5 Stars for 10 BEST *Focused Suppliers of Chip Making Equipment*
 - Earns their best-ever score of 9.08
 - Wins all three awards for an 11th consecutive year
- EV Group improved its rating for the sixth consecutive year
 - Highly trusted by customers and recognized for its partnering efforts



How Customers Perceive EV Group

- Improves its ratings in 7 rating categories
 - *Quality of results and software* up 20 basis points
 - *Trust in supplier, partnering, application support, field engineering support, and spares support* up 10 basis points
- Highest scores*
 - *Partnering*
 - *Trust in Supplier*
 - *Recommended Supplier*
 - *Technical Leadership*
 - *Application Support*
 - *Field Engineering Support*
 - *Product Performance*
 - *Quality of Results*

*Listed in order of score, highest to lowest



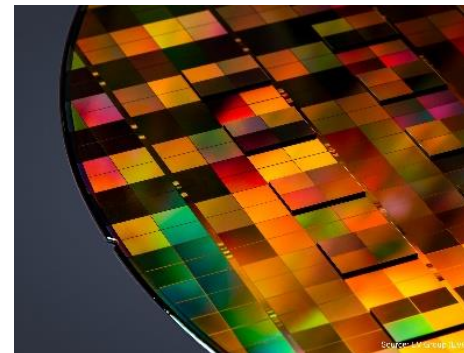
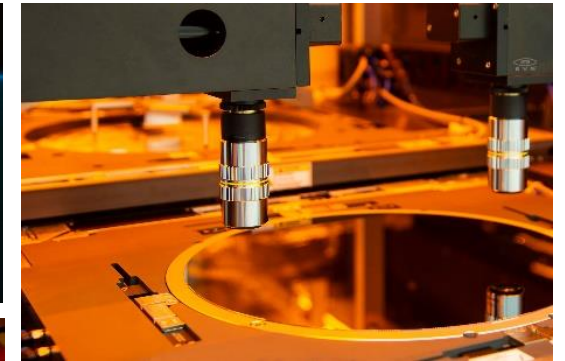
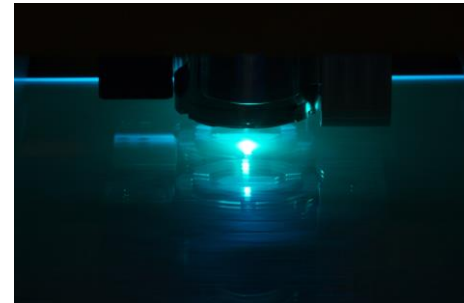
More Perceptions From Customers

- EV Group has always provided **very good support** for their equipment and we have never had issues with **responsiveness on requests** for escalation or issues.
- Good manufacturing **partner** with **professional** tech support.
- Good **product quality** and **service quality**.
- **Good quality**.
- We have **strong support** in all phases from tender to design, with **professional support** during the process setup; processes fit our needs up to now, and **uptime** of the equipment already in-house is good.

- **Very good supplier**, especially at the bonding technology.
- **Technical support** and **engineering correspondence are cooperative**
- **Excellent** service after delivery, **excellent quality** of engineering service.
- Good equipment at **very good cost-quality** ratio.
- **Prompt** and **courteous response**.
- Good tool with **good support**

EV Group's Approach to Customer Satisfaction

- EV Group delivers superior process expertise to its global customer and partner base
 - Provides application-specific solutions in advanced packaging, MEMs, compound semiconductors, photonics, and biomedical markers
 - State-of-the-art application labs and cleanrooms
 - Decades of process knowledge and experience
- Understands customer needs
 - Provides efficient worldwide support
 - Enables customers to effectively commercialize new products by using its Triple-i philosophy
 - invent-innovate-implement
 - Willing to innovate and invest in challenging applications



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 1250 employees worldwide and fully-owned subsidiaries in the U.S., Japan, South Korea, China, and Taiwan.

About the 2023 TechInsights Customer Satisfaction Survey

TechInsights received feedback from more than 60% of the chip market and 66% 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. 1,859 surveys were returned, resulting in 25,489 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, Test Equipment, Assembly Equipment, WFE to Foundation Chip Makers, WFE to Specialty Chip Makers, Assembly Subsystems, Test Subsystems, and WFE Subsystems**

RANKED 1st 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**

The TechInsights Stars rating scale:



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Tech Insights

TechInsights

1891 Robertson Road, Suite 500
Ottawa, Ontario K2H 5B7
Canada

T 1-613-599-6500

F 1-613-599-6501

Web site: www.techinsights.com

Email: info@techinsights.com

www.techinsights.com