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**Connected
Equipment Summit**

eProbe Support secureWISE User Testimonial

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Agenda

1. About eProbe
2. Equipment support challenges
3. secureWISE. Game Changer
4. Remote Tool Operation and Simultaneous RTO Sessions

About eProbe

Application

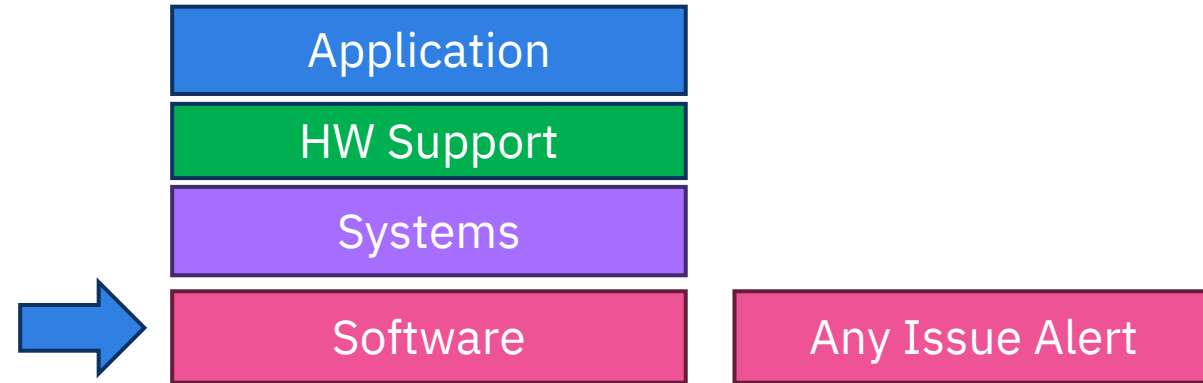
- Contactless e-beam measurement system that can detect electrically relevant defects buried inside of 3D structures at a rate of hundreds of millions of DUTs per hour. Fast enough to be used inline during middle of line semiconductor manufacturing

My perspective

- User testimonial on using secureWISE to access the tool at customer site
- Software and machine control support



Equipment Support Challenges



- **Issue reported**

- **Getting access to diagnostic tools in timely manner** (Log files)
 - Wait for logs to be transferred vs. immediate access
- **View screenshots and UI at real time**
 - View UI while issue present can pinpoint to root cause quickly
- **Gather expertise**
 - Fly in FSE. Gets you limited expertise vs. placing multiple R&D experts directly on the tool

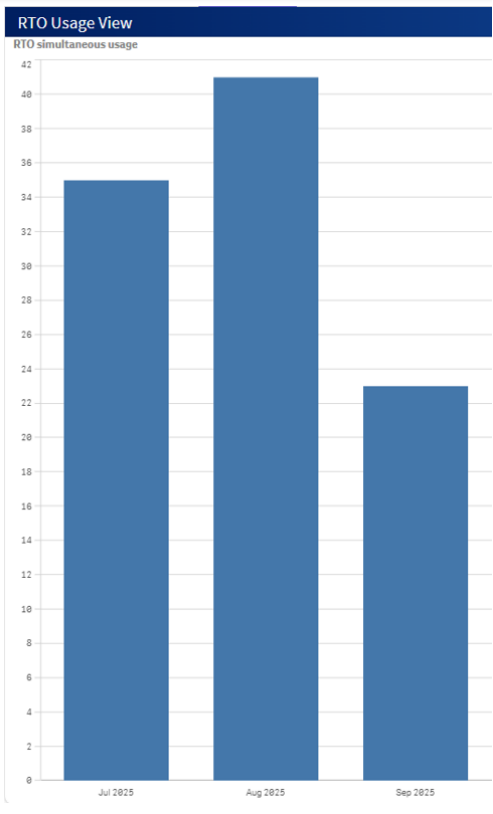
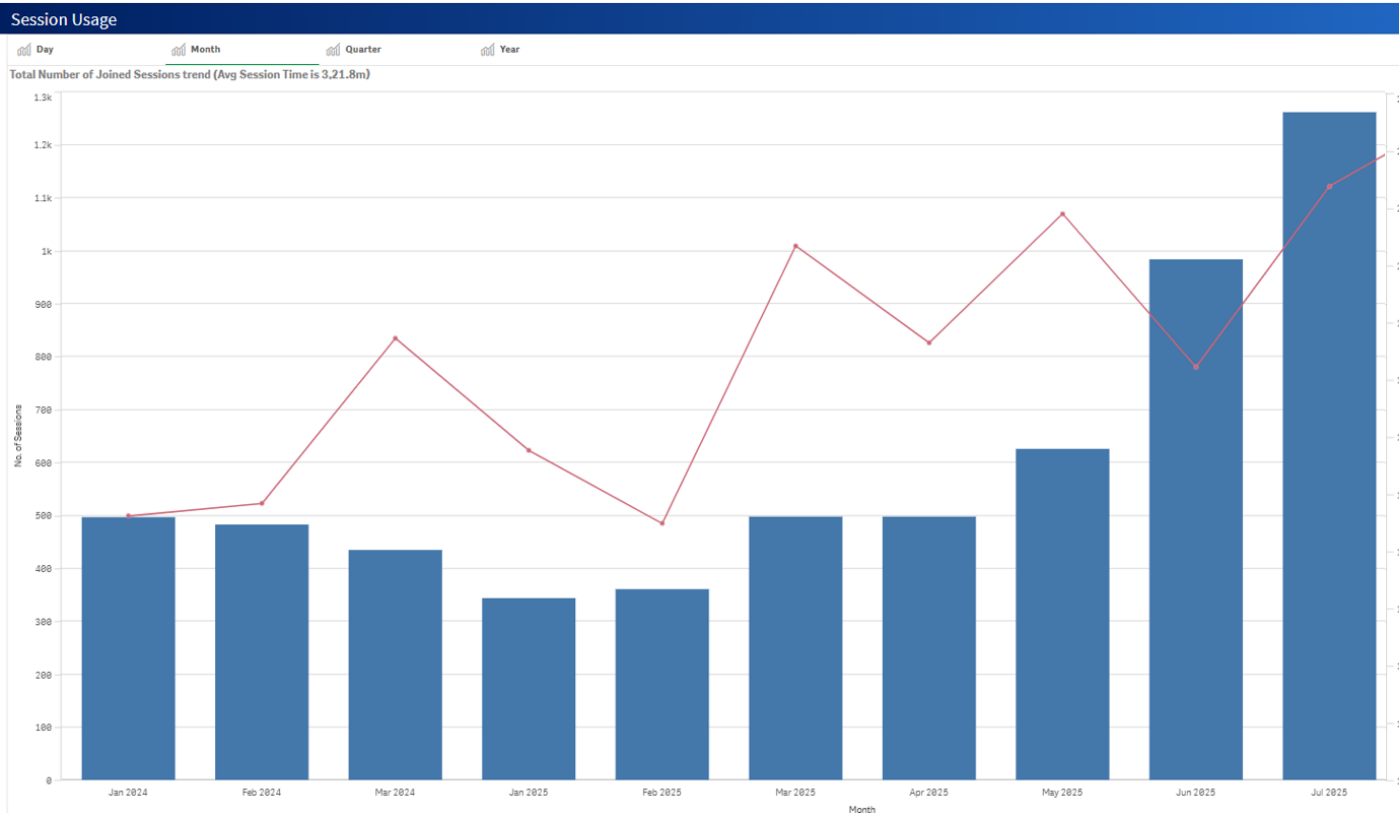
secureWISE. Game Changer

- **Introduced to secureWISE in 2021 during the Covid pandemic**
 - Installing and supporting eProbe at customer site
 - Customer had the motivation for remote access
- **We do support customer with and without secureWISE access**
- (Related to Software team, issues and software updates)
- **Customers with secureWISE access**
 - We can count on one hand support visits during the last 4 years.
- **Customer without secureWISE access**
 - Close to 20 visits during the last 2 years
 - Each visit is between 1 to 2 weeks (SW updates, issue debug, stay onsite to monitor)
 - Tool are down for longer time

Remote Tool Operation and Simultaneous RTO Sessions

Session Usage: i.e. how many times PDF users logged into a tool and for how long.

RTO Simultaneous Use



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