



axcelis

Customer Solutions and Innovation

A Global Solutions Infrastructure With Unmatched Scale and Resources



140+

Unique Customers
Worldwide



42

Service Offices in
12 Countries



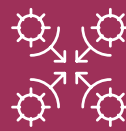
300+

Field Service
Engineers



26

Parts Depots
Worldwide



3,200+

Installed Tools



100K+

Active Part
Numbers



1,000+

Available
Upgrades



~120

Technical
Specialists



600+

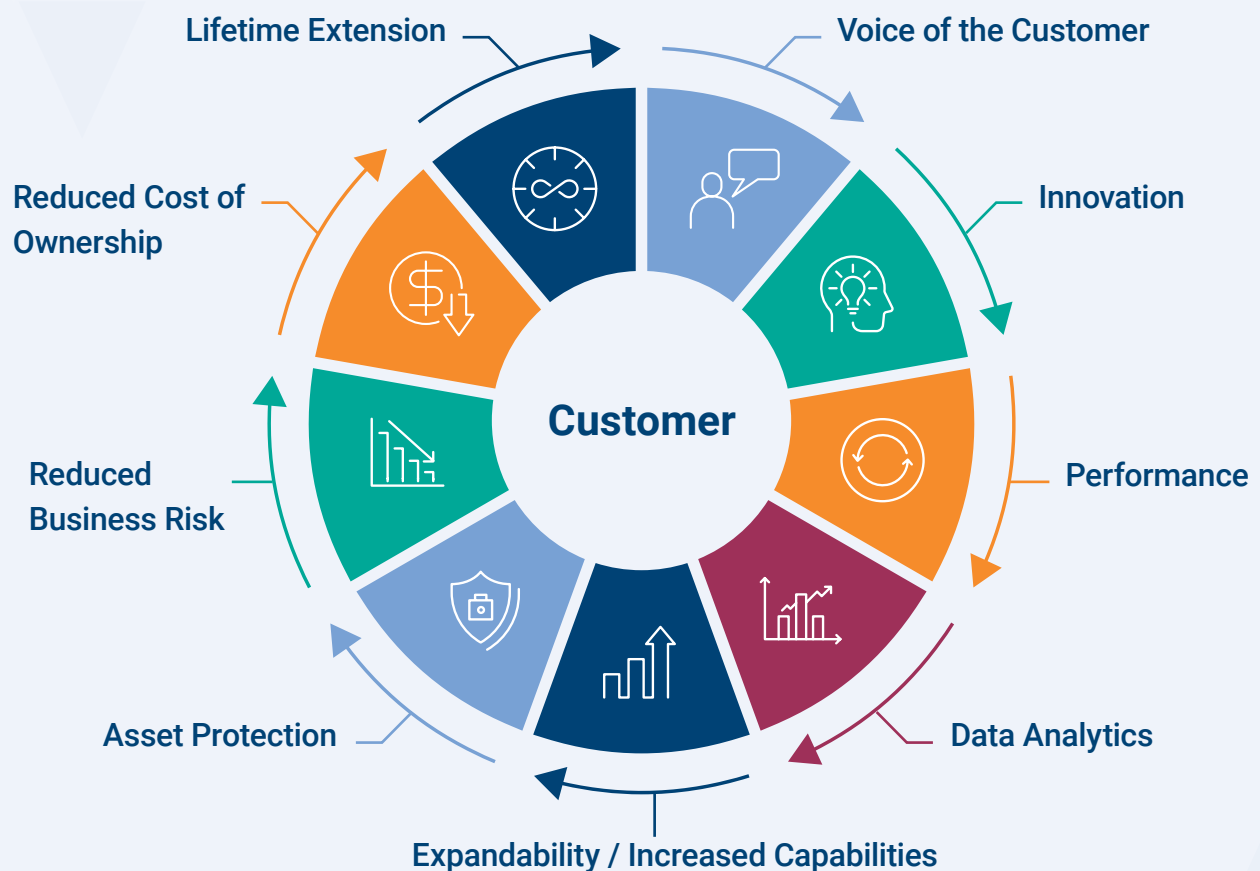
Approved
Suppliers

Helping You Get the Most From Your Axcelis Systems

Axcelis is the only partner you need to maximize the performance, efficiency, and longevity of your Axcelis ion implantation systems.

Our Customer Solutions team provides a comprehensive solution for optimizing performance at every stage of the equipment lifecycle. We are uniquely qualified to protect your investment and reduce business risk—now and decades into the future.

Ensuring Customer Success at Every Step



One Partner, One Comprehensive Solution

With Axcelis Customer Solutions, you have a single, trusted partner for all your aftermarket support needs. This simplifies management and streamlines accountability.



Unmatched Platform Expertise

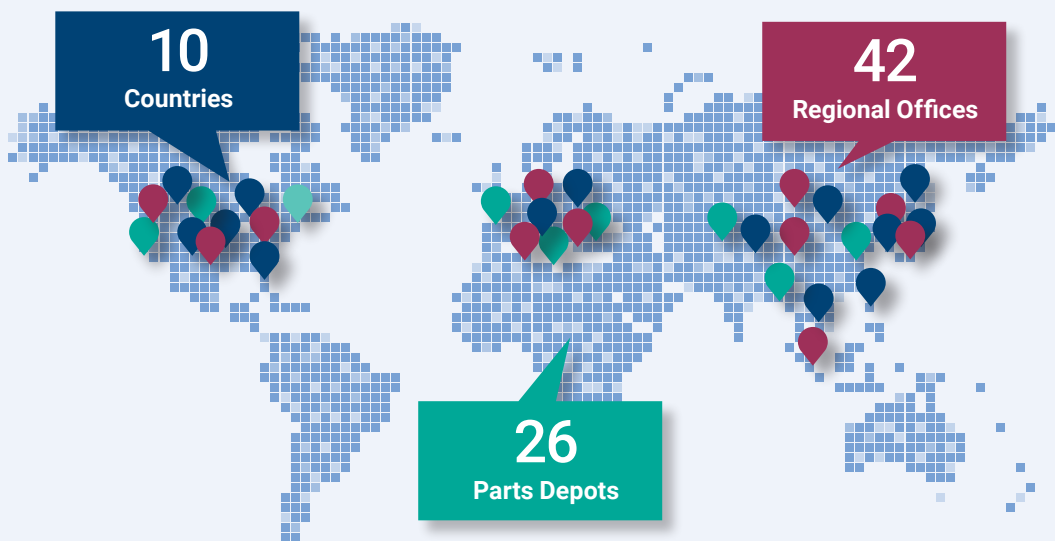
No one knows Axcelis ion implantation systems like our Customer Solutions organization. Our 200+ factory-trained engineers have the knowledge and experience to maximize platform performance, efficiency, and productivity.

- Expertise available when you need it to extend platform capabilities, optimize processes, or troubleshoot issues.
- On-site and remote assist capabilities using mixed reality technology.

Global Presence and Logistics

Our Customer Solutions organization is strategically located close to our customers worldwide, with major support operations in the U.S., Europe, and Asia.

- Global logistics and regional inventories ensure rapid deployment of parts and consumables.
- Regional support teams gain deep knowledge of customer operations, accelerating time-to-resolution.




Continuous Aftermarket Innovation

We continuously innovate to extend and expand platform capabilities to keep you at the cutting edge of performance and efficiency. We have 1,000+ upgrades available to:

- Extend platform life and reduce obsolescence risk
- Enhance tool performance
- Lower Total Cost of Ownership and maximize customer ROI





Committed to Your Success

Our Customer Solutions team is completely committed to our customers' success with Axcelis ion implantation systems.

We proactively seek ways to enhance equipment performance and maximize ROI. Solutions are tailored to the specific needs of your fab—with a laser focus on protecting your investment. When issues arise, you can rely on the Customer Solutions team to stick with the problem until it is solved.

**Optimize Performance, Reduce Risk and Save Money
with Axcelis Customer Solutions and Innovation**



Axcelis Customer Solutions Helps You:

- Maximize the performance and efficiency of Axcelis ion implantation systems
- Reduce fab downtime and increase productivity
- Extend platform lifetime with technology upgrades
- Optimize processes and troubleshoot issues
- Realize the full return from your platform investment

Learn more about Axcelis Customer Solutions at axcelis.com



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