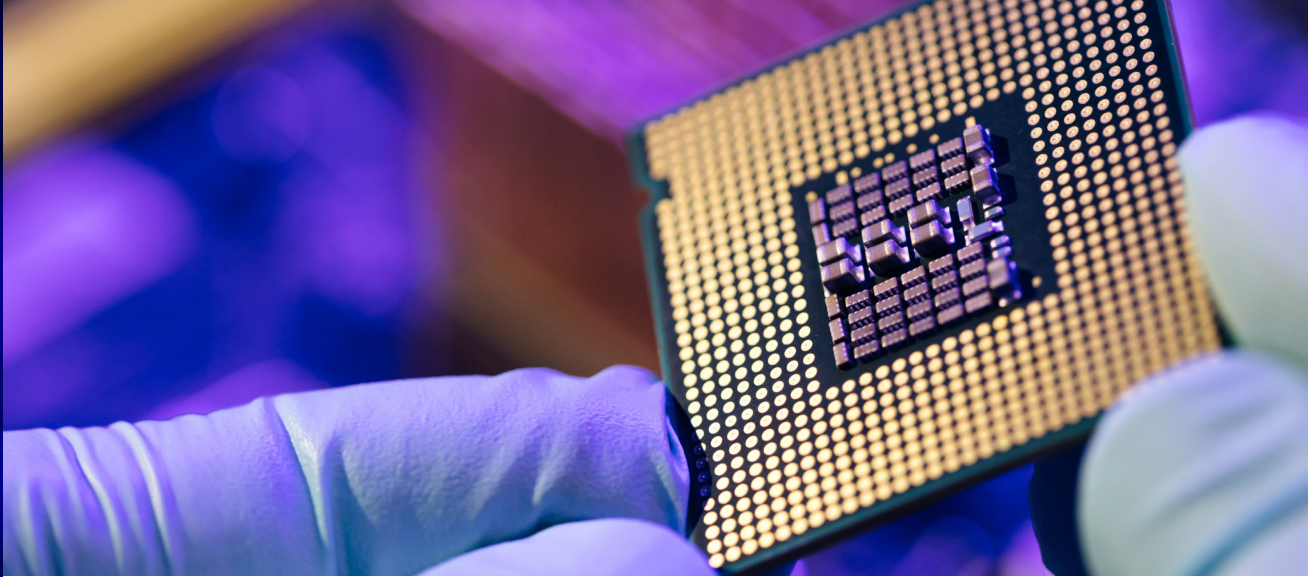




Case Study

Semiconductor Equipment Manufacturer Unifies Calibration Across 3 Sites with Consolidated Service and Visibility



Overview:

A leading U.S. manufacturer of advanced semiconductor process equipment was looking to improve calibration consistency across several East Coast facilities.

The company designs and manufactures highly complex equipment used in semiconductor and advanced materials processing, where precision measurement and reliable test equipment are essential to engineering, production, and quality operations.

As its calibration requirements grew across multiple locations, the organization wanted to reduce vendor fragmentation and establish a more consistent service model. The company selected SIMCO to expand an existing relationship and support a broader multi-site calibration program.

The Challenge:

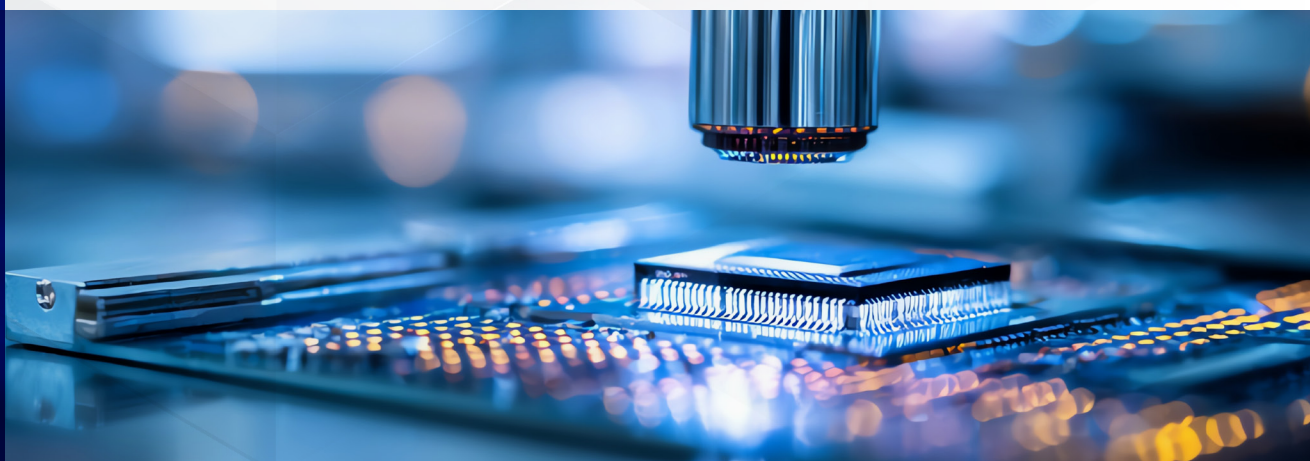
The company had been working with multiple calibration providers across different locations, creating unnecessary complexity in service coordination and program management.

Each site had its own equipment mix and technical requirements, but the organization wanted a more consistent approach that could provide dependable service without sacrificing specialized calibration capabilities.

Key requirements included:

- Reliable turnaround times
- Strong technical capabilities across a diverse equipment population
- Local service support for multiple facilities
- Consistent calibration quality and documentation
- Reduced reliance on multiple service providers
- A scalable approach that could support multiple facilities and evolving equipment requirements
- A common platform for managing calibration assets, records, and visibility across locations

The company's broader objective was to consolidate more calibration activity with a trusted provider while maintaining the responsiveness and technical expertise required at each facility.



The Solution:

SIMCO expanded its relationship with the manufacturer to support calibration requirements across three East Coast locations, combining a more consistent service model with a single cloud-based platform for managing calibration assets and records across the organization.

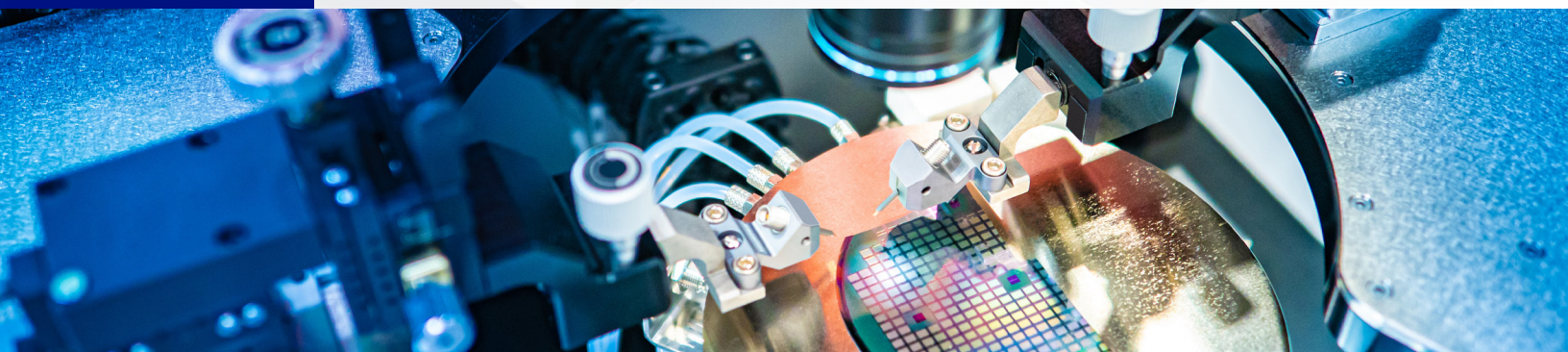
The program was designed to provide local service while giving the customer access to SIMCO's broader technical capabilities and laboratory network. This approach allowed the company to consolidate more work with one calibration partner while still addressing the specialized requirements of different instruments and facilities.

The customer also uses SIMCO's calibration management software, CERDAAC, to provide centralized visibility across locations, helping teams manage asset information, calibration status, documentation, and program activity through one platform.

SIMCO helped establish a more consistent calibration service model across the participating locations, with a focus on three priorities:

- Providing dependable and predictable turnaround
- Expanding technical coverage for specialized equipment
- Creating greater consistency across multiple sites
- Centralizing calibration data and asset visibility through one platform

By using a common calibration partner, the company could simplify service coordination while reducing the operational burden of managing several vendors.



Why SIMCO

The manufacturer selected SIMCO based on several key criteria:

- Strong technical calibration capabilities
- Reliable turnaround performance
- Local service availability
- Ability to support a diverse equipment population
- Existing experience supporting the organization
- Ability to expand service across multiple locations
- Potential to consolidate work currently handled by several vendors

SIMCO's combination of local resources and broader calibration capabilities provided the company with a practical path toward a more standardized service model.

Program Impact

Expanding the relationship with SIMCO gave the manufacturer an opportunity to simplify calibration management across its East Coast operations.

The program helps the company:

- Consolidate calibration work across fewer providers
- Improve consistency across multiple facilities
- Reduce administrative effort associated with managing separate vendors
- Maintain reliable turnaround for critical equipment
- Access specialized calibration capabilities when needed
- Establish a scalable service model that can support future expansion
- Create centralized visibility into calibration assets, status, and records across locations

The multi-site approach also provides a foundation for extending a consistent calibration strategy to additional facilities as the organization continues evaluating its broader vendor network.

Creating Consistency Across Multiple Sites

For advanced manufacturers, calibration complexity often increases as operations expand across locations. Different vendors, processes, and service levels can make it difficult to maintain consistent performance across the organization.

By expanding its relationship with SIMCO, this semiconductor equipment manufacturer established a more unified approach to calibration, combining local support, broad technical capabilities, and the ability to scale across a multi-site operation.

Simplify Calibration Across Your Operations

SIMCO helps manufacturers consolidate complex calibration programs across locations, equipment types, and service requirements. With local support backed by broad technical capabilities, SIMCO helps organizations improve consistency, reliability, and visibility across their calibration programs.

Create Greater Calibration Consistency Across Your Sites

[Discuss Multi-Site Calibration](#)



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SIMCO is the leading provider of calibration and software services for technology organizations, bringing over 60 years of calibration industry leadership. Our experience enables us to develop exceptional solutions for service management.

Founded in 1962 to service NASA and high technology firms in Silicon Valley, SIMCO is committed to delivering life-saving quality leaner, by providing the highest level of quality and customer service.

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