

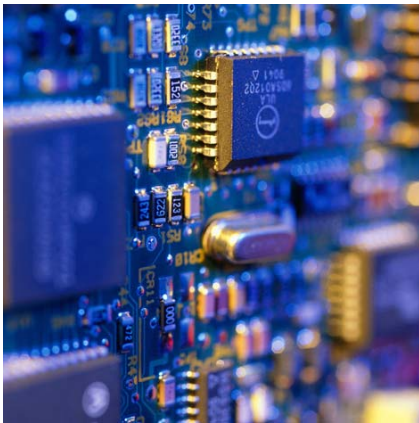
Case Study

Remote diagnostic system for a wafer-handling equipment supplier

Business Challenge

The customer, a leading supplier of wafer handling equipments for the semiconductor industry, wanted to monitor communication between the host and the equipment during fabrication process. The information collected was required to be stored in a database for diagnosis. The customer wanted a Remote Diagnostic System (RDS) with features such as access control, report generation, alarm notification, and remote troubleshooting.

How a leading semiconductor company monitored communication with a Remote Diagnostic System (RDS)



Mahindra Satyam's Role

Mahindra Satyam developed a Remote Diagnostic System (RDS) consisting of two parts. While one part of the software resides in the RDSS (Remote diagnostic system server) box, gathering the events happening during the fabrication process between tool and semiconductor equipment in the form of messages; the other part of the software runs on a Windows NT server PC where the messages are stored in a database to analyze or troubleshoot the system in case of problems.

Business Benefits

- Gathered SECS data as well as ASCII data
- Allowed remote control of equipment
- Generated marketing reports, engineering reports (such as the number of wafers processed, overall equipment efficiency, error classification) of the subsystems deployed at the client locations
- Supported customized user reports for use by equipment users
- Notified field engineers through pagers and email
- Reduced the long trouble shooting cycle Time

For further information please write to rfi@mahindrasatyam.net.