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Enhance Your Team with Specialist On-Site Engineering Support

We supply expert electronics, electrical and mechanical engineers and technicians on-site worldwide to support your capital equipment.

For optimising tool uptime, upgrading complex tools, or even supporting emergency tool-down situations, having highly experienced personnel on hand helps you minimise disruption and ensure everything runs smoothly.

Our Field Service Engineer (FSE) service provides highly skilled engineering resources for OEMs and end users in semiconductor and digital printing industries, whether you need them on a long, medium or short-term basis.

“We work with IES because we trust them. When a critical situation occurs and we have a tool down they’ll support us, not just with parts but also by providing experienced engineers if we need them.”

-Implant Centre Manager,
Analog Devices

How IES can help

Optimise your performance

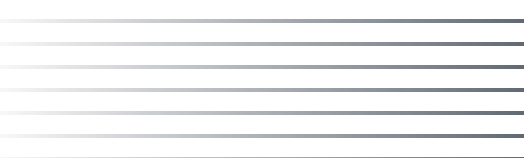
Minimise downtime, reduce breakages and optimise your manufacturing tools with the support of specialists you can rely on.

Get the support you need

Get the engineering support you need as and when you need it, with total control over your service.

Benefit from an expert service

Work with a partner that has more than three decades of experience supporting semiconductor and print businesses, and is trusted by numerous multinational blue-chip companies.



What's Included in Our FSE Service

Tool maintenance, equipment performance and yields

Our comprehensive tool maintenance service includes regular inspections, calibrations and adjustments to help you enhance operational efficiency and maximise output.

Reducing tool downtime

In the event of unexpected tool downtime, our engineers are on hand to swiftly diagnose and repair the problem. So you can get back up and running quickly, with minimal disruption to your operations.

Preventative maintenance

Our engineers perform preventative maintenance in line with OEM specifications, helping you identify potential issues, maintain operational efficiency and optimise tool uptime over the long term.

Process engineering

Whether it's process development, improvement, or troubleshooting, our engineers will work closely with you to achieve the highest quality and efficiency in your production processes.

Parts assessment

Our engineers can undertake a comprehensive evaluation of your equipment's components to identify wear and tear, potential replacements, and any opportunities for upgrades.

Equipment cleaning

We use specialised cleaning processes to remove contaminants, dust, and residue from equipment, protecting your equipment and cleanroom environments from contaminants and ensuring optimal performance.

Upgrades and modifications

We can help you upgrade, enhance and modify your existing tools and equipment, enabling you to implement new technologies, improve lifespan and increase your production capability.

Covering employee absences

Our engineers can cover employee holidays, sicknesses and other absences. So you can maintain operational efficiency and avoid disruption, with access to the same level of expertise and support.

Tailored training courses (for semiconductor tools only)

With our tailored semiconductor tools training courses, you can upskill your teams on best practices for operating and maintaining specific semiconductor tools in your fab.



Why IES?

Get instant support

Our responsive team of experts are on hand for instant support, including telephone support for troubleshooting. So you can resolve issues quickly and effectively.

Bolt on additional services, when required

Need one-off support for a bigger project? We can also provide expert teams to support equipment relocations, installations, export packing, and compliance testing.

Part sourcing

If your equipment breaks down, we have the knowledge and resources to source and fit the parts you need to get you back up and running as soon as possible.

“It is a pleasure to work with such a professional company that meets the high quality and safety standards of HP. From a Project Manager point of view, I appreciate the IES involvement with the project planning phase, in order to perform a smooth execution phase.”



About IES

At IES, we've provided specialist engineering support to end-users and OEMs in high-technology industries such as semiconductor, pharma and digital printing since 1991.

Request a callback from one of our experts to learn more about how we can help or book your engineer.



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