



TECHNOPROBE

5th Year as #1 Probe Card Supplier


TechInsights Customer Satisfaction Survey 2022





Technoprobe awarded RANKED 1st Supplier in Test Subsystems

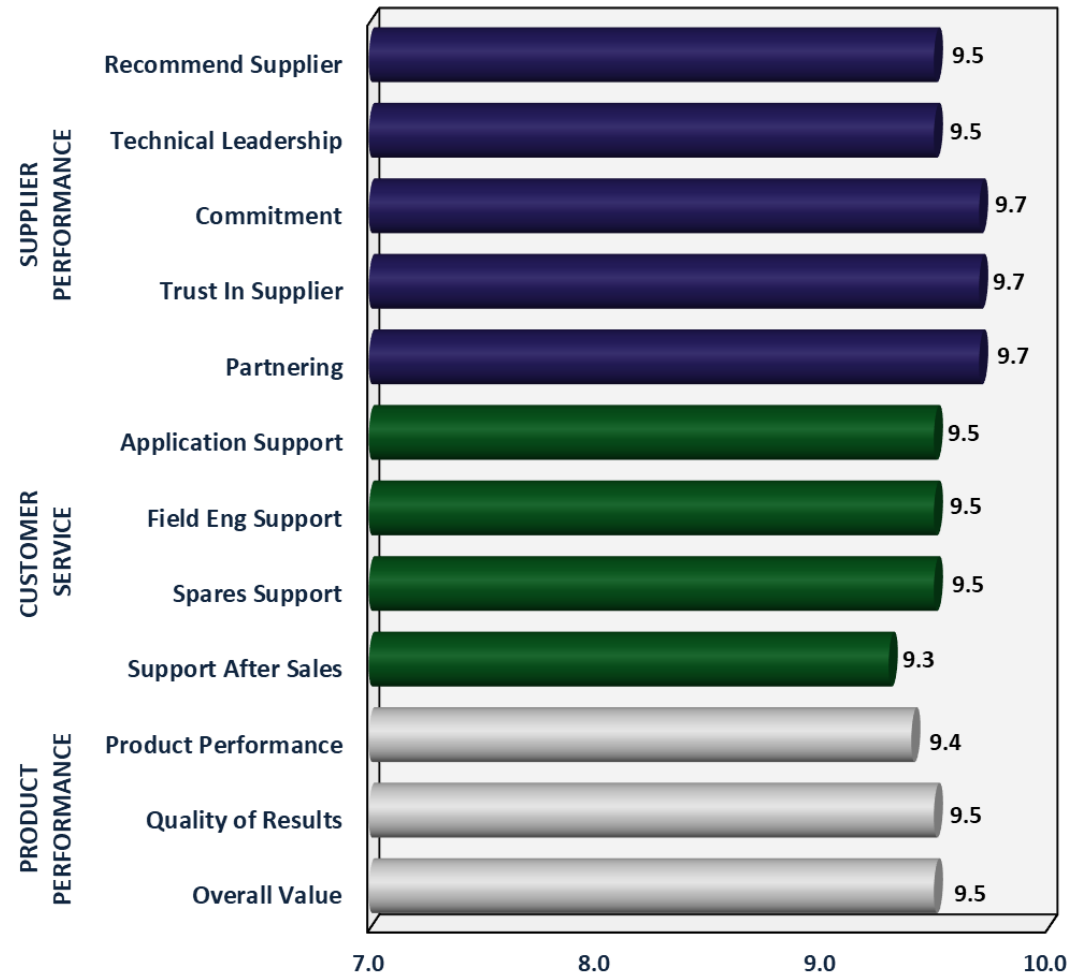
- Technoprobe, a world leader in advanced probing solutions, awarded RANKED 1st *Test Subsystems Suppliers* for a fifth year
- Customers award Technoprobe with 5 Stars
 - improves score to a 9.52
- Technoprobe is devoted to innovation and the constant growth of its technological expertise
 - with 2,300 employees worldwide and three research centers

SUBSYSTEMS - TEST	Rating	TechInsights Stars
 TECHNOPROBE	9.52	★★★★★
FormFactor	9.29	★★★★★
Nidec SV TCL	9.16	★★★★★
Japan Electronic Materials	7.72	★★★★☆
Copyright © 2022 TechInsights. All rights reserved.		

How Customers Perceive Technoprobe

- Receives highest score of all THE BEST *Test Subsystem Suppliers* in all 12 categories
- Improves ratings in 5 categories
 - *commitment* and *trust in supplier* up 20 basis points
 - *recommend supplier*, *partnering*, and *overall value* up 10 basis points
- Highest scores*
 - *Commitment*
 - *Trust In Supplier*
 - *Partnering*
 - *Recommend Supplier*
 - *Technical Leadership*
 - *Application Support*
 - *Field Engineering Support*
 - *Spares Support*
 - *Quality of Results*
 - *Overall Value*

*Listed in order of score, highest to lowest



Copyright © TechInsights Inc. All rights reserved.

More Perceptions from Customers

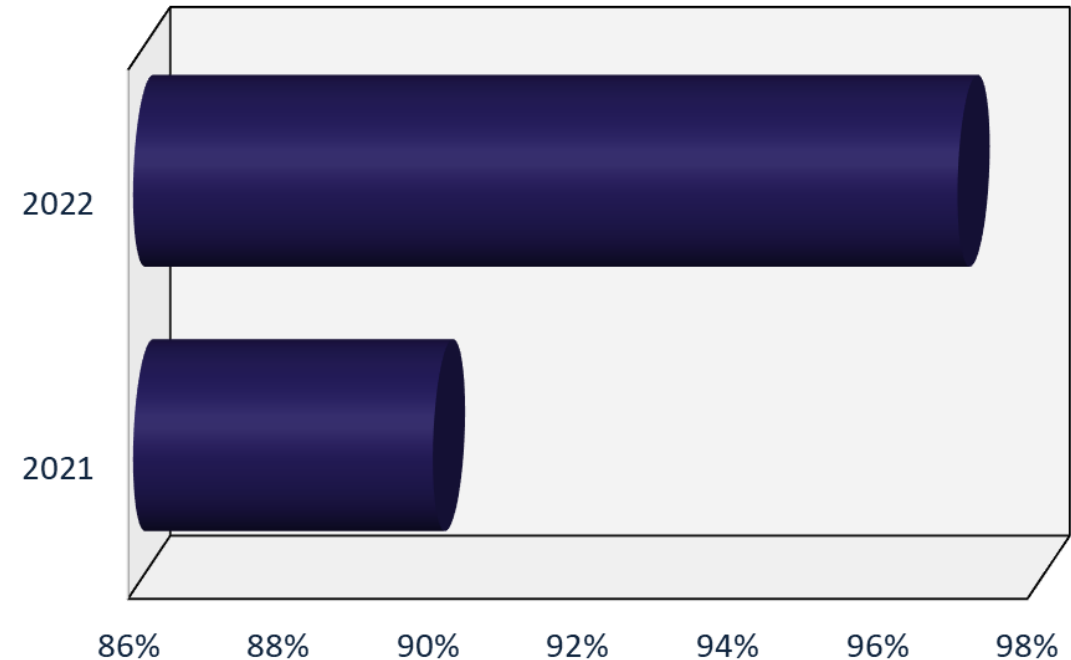
- **Excellent product and service.**
- *Technoprobe is a **leader in the industry.***
- **Quality and Reliability.**
- **Fast response, deep technical knowledge,** and an interesting outlook.
- *Technoprobe is a **reliable probe card vendor** with **high quality** and **excellent support.***
- Highest **product quality,** and **excellent support.**
- **Reliable support** and the **utmost service provided to customer related suggestions and concerns** on any given project.
- *Good on support and **knows very well about their product and designs. Active in collaboration** and **resolving solutions.***
- **Very good support in case of special requests.** *Very good **technical knowledge.***
Fast reaction times. Delivery of good probe card quality.



Technoprobe's Performance Among Peers

- 97% of customers said they will return to Technoprobe for their Probe Card needs
 - increase of 7% from last year
- Achieves their highest ratings in *commitment, trust in supplier, and partnering*
- Technoprobe continues five-star customer satisfaction with their ability to meet the needs and requirements of their customers

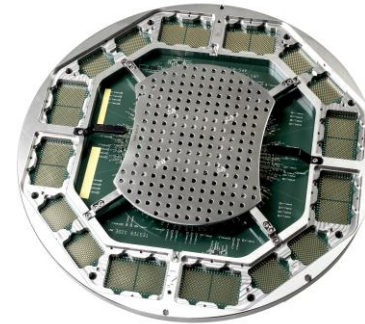
Customers that will Buy Again from Technoprobe



Copyright © TechInsights Inc. All rights reserved.

Technoprobe's Approach to Customer Satisfaction

- Strategic partner for the world's leading semiconductor companies
- Technoprobe innovates
 - ground-breaking technologies, carrying out research and development activities
 - vast technology portfolios ranging from Cantilever technology, TPEG™ Vertical MEMS technology, from motherboards to final test boards
- Consistent customer support at every stage of the probe card life cycle
 - in-house design, development, and production
 - each product is tailored to meet the needs and requirements of the customer



About Technoprobe

Technoprobe is an Italian multinational company, a world leader in the field of semiconductors and microelectronics. Headquartered in Cernusco Lombardone, a town in the province of Lecco just outside Milan, Technoprobe has 11 offices worldwide, in Europe, Asia and the United States. Its customers are some of the largest microelectronics, IT and digital manufacturers in the world.

Technoprobe specializes in the design, development and manufacture of probe cards to test the functioning of chips. It is the second largest manufacturer of probe cards in the world in terms of volume and turnover. Technoprobe's probe cards are innovative, hi-tech devices tailored to the customer's products, which allow them to test the functioning of chips while they are being built and still on the silicon wafer. These technological designs and solutions guarantee the functioning and reliability of devices that are the electronic brains of computers, smartphones, 5G, Internet of Things, home automation, cars, etc.

Technoprobe was born in 1995 in a garage from the entrepreneurial idea of its founder Giuseppe Crippa. Today the company has more than more than 2,300 employees with 59% in Italy and a 2021 consolidated turnover of \$460 million dollars, which is constantly growing.

www.technoprobe.com

About TechInsights

TechInsights is the most trusted source of semiconductor technology and market analysis, providing content and services to the world's most successful companies.

For over 30 years we have existed to support a fair marketplace where semiconductor and electronics intellectual property can be innovated and monetized. By revealing the innovation others cannot inside the broadest range of advanced technology products, we enable business leaders to make the best technology investment decisions and prove patent value with fact-based information.

www.techinsights.com

About the 2022 TechInsights Customer Satisfaction Survey

TechInsights received feedback from more than 63% of the semiconductor equipment market and 80% of subsystems customers for this year's survey. The survey spans two and half months and covers five languages. Worldwide participants were asked to rate equipment suppliers among fourteen categories based on three key factors: supplier performance, customer service, and product performance. 1,316 surveys were returned, resulting in 17,546 total responses.

The TechInsights annual Customer Satisfaction Survey is the only publicly available opportunity since 1988 for customers to provide feedback for suppliers of semiconductor equipment and subsystems. The 10 BEST, THE BEST, and RANKED 1st awards provide special recognition to suppliers that are rated highest by their customers.

10 BEST awards recognize each *semiconductor equipment supplier* as a whole, regardless of product type:

- Fab, Test, Assembly, and WFE Subsystems equipment ratings are grouped together for an overall rating for each supplier
- Each supplier is then listed in one of two categories based on a three-year average of total revenues for all its market segments: **Large** and **Focused**

THE BEST awards recognize the more detailed markets:

- **Fab Equipment, Test Equipment, Assembly Equipment, WFE to Foundation Chip Makers, WFE to Specialty Chip Makers, Assembly Subsystems, Test Subsystems, and WFE Subsystems**

RANKED 1st awards place special distinction on suppliers that achieve the highest rating from customers in any survey category, including:

- **10 BEST** and **THE BEST**
- Specialized areas such as: **CMP, Deposition, Etch & Clean, Implant, Lithography, Process Diagnostics, Specialty Fab, Assembly Subsystems, Test Subsystems, and WFE Subsystems**

The TechInsights Stars rating scale:

★★★★★ 9 to 10 ★★★★★★ 8.5 to <9 ★★★★★ 8 to <8.5 ★★★★★★ 7.5 to <8 ★★★★★ 7 to <7.5

Terms and Conditions, Notices, and Disclaimers, etc.

By accepting this service or report, opening it, purchasing it, or using it you are agreeing to the TechInsights Manufacturing Analysis Inc.'s Terms and Conditions ("*TechInsights Terms and Conditions*") contained on techinsights.com, which include without limitation the following provisions and limitations. In the event of any inconsistency between these Terms and Conditions and the terms contained in the *TechInsights Terms and Conditions*, the terms contained in the *TechInsights Terms and Conditions* shall govern and control.

Subscribers to the TechInsights Customer Satisfaction Survey ("CSS") further agree to the Terms and Conditions in the CSS Addendum signed by Your company. TechInsights reserves all copyrights and sole ownership of all information applicable to the CSS, including the survey results. Information from the CSS may not be reproduced or distributed externally. There is a separate endorsement usage license agreement and fee for usage of the award logos and/or reference to the award logos, and/or reference to the CSS.

This service or report is confidential and for the use of TechInsights and its Clients only. This service or report contains valuable proprietary data, intellectual property, and trade secrets developed or acquired by TechInsights. Dissemination of these materials is not intended to constitute a disclosure to the public of the information contained in the materials. You have a limited license to use these materials for your own internal use, but do not become the owner of any material. The materials provided are protected by copyright, trade secret, and trademark law. The provisions and limitations listed below are a summary of those contained in the *TechInsights Terms and Conditions*:

- This service or report may not be reproduced or distributed in its entirety, internally or externally, without permission from TechInsights. Information may be extracted on a limited basis for use internally within your company provided that TechInsights is clearly referred to as the source of the information. See the TechInsights Terms and Conditions for further details on usage provisions and restrictions.
- By using the upload function on TechInsights' website You and Your Company are solely responsible for its Content that is uploaded or stored, in its upload area ; represent and warrant You have all required authorizations from Your Company to upload and store Content; maintain all ownership rights for and in any Content uploaded or stored by You and Your Company; will not use the upload area for any improper or illegal behavior, or to engage in any abusive or unlawful behavior. Any TechInsights Content uploaded is subject to and controlled by the entire *TechInsights Terms and Conditions* contained on [TechInsights.com](https://techinsights.com).
- TechInsights provides no warranties with this service or report, express or implied.
- TechInsights cannot and does not guarantee the accuracy or timeliness of any information or data provided.
- In no event will TechInsights be liable to you or any third party, for any damages of any kind.
- By submitting letters and e-mails on current topics covered in our services and/or reports, unless you tell us specifically not to publish it, or except to the extent that you give us an embargo before which you instruct us not to publish it, you are authorizing us to publish it.
- We are not stock analysts. No information provided is investment advice, and any such information is just an opinion and is not tailored to the investment needs of any specific person.
- Forward-looking statements are not guarantees of results or outcomes and TechInsights does not have any intention or obligation to update forward-looking statements after the date of this service or report.
- No part of this service or report may be used in any legal proceedings nor may any information contained herein be disclosed to any third party, or reproduced, or transmitted to any third party, in any form or by any means -- mechanical, electronic, photocopying, duplicating, microfilming, videotape, verbally or otherwise -- without the prior written permission of TechInsights. Third parties include outside directors and/or affiliated firms of your company.

The Chip Insider® and the CSS 10 BEST logo are registered trademarks of TechInsights Inc. All other trademarks, service marks, and logos are the property of their respective owners.

