



▶ TERADYNE SERVICE & SUPPORT

**Our Mission:**

**Customer Satisfaction**

The mission of Teradyne's Service and Support organization is total customer satisfaction through value-based interaction. Our goal is to deliver tangible service assets by making our system knowledge and problem-solving technologies available when (and where) customers need them most. To satisfy our mission and meet our goals, Teradyne has assembled the industry's best service technicians and support professionals from around the world. Their charter is to extend the life and productivity of our test products and, by doing so, protect your capital equipment investment.

When it comes to service and support, you can expect the best from Teradyne. From hardware and software service to applications support and extensive training classes, Teradyne offers a coverage plan that meets your unique needs.

APPLICATION SERVICES

**Flexible Services & Contracts**

- Consultation Services
- Training Services
- Daily & Weekly Rates

**Test Program Services**



▶ **Application Services**

▶ CONTRACT BENEFITS

- Quick Turn Program Generation**
- Up-to-Date Tools & Methods**
- Dedicated Expert Assistance**
- Integrated Software and Hardware Knowledge**

▶ CONTRACT FEATURES

- Hourly Rates For Small Jobs**
- On-Site Contracts For Larger Jobs**
- Specialized Contracts**
- Test Program Services**

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Teradyne Inc.  
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## Why Purchase Application Services from Teradyne?

Application service contracts can be extremely valuable when test development times and prototype-to-production cycles are short or technically difficult. Applications services can accelerate the hardware and software development cycle, improve reliability, boost repeatability and increase throughput. These benefits help to drive down and control the cost of test. In today's world of electronics manufacturing there is ever increasing pressure to shorten time-to-market. Successful application development and test strategies can refine the production process.

Teradyne offers an array of applications services in a variety of pay-for-play programs. First-time customers typically opt for longer-term applications support. More experienced Teradyne customers tend to use our applications engineers on an as needed (hourly) basis. This range of flexibility allows customers to tailor support around individual application programs or contract support on a monthly or yearly basis.



## Application Services



### Choosing an Application Service Provider

At Teradyne, we have years upon years of applications experience. Our Assembly Test Applications Group specializes in developing highly complex test applications and solutions. Whether the application be analog, digital or mixed-signal, we utilize the industry's most advanced test methods and ensure optimal performance at each stage of development. More importantly, Teradyne knows the application pitfalls that often exist in a real-world environment. And who better has the resources to troubleshoot and solve the most difficult application problems?

Do not entrust your application service and support to any other company. Protect your system and purchase applications support services from Teradyne, the industry's leading assembly test manufacturer.

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## Consultation Services

Teradyne experts are always available for consultation. Our services range from high-level advice on test strategies and evaluation processes to workarounds for all kinds of technical problems. No problem is too great or too small. We can help you evaluate new test techniques and determine if they fit your needs. We offer guidance as your assembly line evolves to accommodate technological change. Our advice can alleviate hardware and software issues before they become problematic. And, counsel can help make your business successful and more profitable.

## Training Services

Teradyne also offers training services, both onsite and at a Teradyne facility. This allows you to take advantage of Teradyne expertise on up-to-date equipment and software.



## ▶ Consulting & Training Services



▶ WHAT IS AVAILABLE FOR SERVICES?

### Applications Assistance One Day (AA/1)

One-day Applications Assistance offers on-site applications assistance in daily increments for system operation, program creation, and debugging. This offering gives our customers the ability to have Teradyne Engineers assist with all stages of the test process including evaluation of a new or existing test process and operation, consultation on test techniques, and application of new test equipment or methods.

### Applications Assistance Five Day (AA/5)

Five day Applications Assistance offers on-site applications assistance in weekly increments. This offering gives our customers the ability to have Teradyne Engineers assist with all stages of the test process including evaluation of a new or existing test process and operation, consultation on test techniques, and application of new test equipment or methods. Customers can request applications assistance on a one-time basis, contract for long-term assistance with multiple on-site visits, or define a specific project for completion by Teradyne. The Application Assistance Five Day agreement includes one round trip travel charge.



## ▶ Test Program Services

### ▶ WHAT IS TPS?

#### What are Test Program Services?

Teradyne's Test Program Services allow you to take advantage of our application expertise. Teradyne's experts can quickly take your existing test programs and migrate them to run on your new Teradyne equipment. The use of Teradyne application personnel, who understand both the programming and test process of the multiple test platforms, can provide you with a turnkey, high-quality, benchmark test program that assures you the quality you need.

### ▶ TEST PROGRAM FEATURES

The efficient migration of test programs will save cost and maximize uptime by optimizing your system for quality and reliability. You can count on Teradyne to ensure this conversion successfully provides the benefits that you expect from moving to newer equipment.

#### Test Program Service Benefits:

- Known good board comparison
- Fault coverage verification
- TPS audit with customer engineer and operator
- Soft copy test program
- Fixture building services
- Standard program documentation kit
- Point of contact for any Teradyne issues
- TPS action plan management
- Functional and ICT support for development and customer products



#### Benefits of having an on-site Teradyne application engineer:

- Customer application training
- Minimize TPS development and integration time
- Accelerate customer learning
- Expedited issues to Teradyne engineering
- Training on new updates/features
- Improve test program quality, throughput, and fault coverage
- Consistent TPS development



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