

Customer Support Business Group at a Glance

OVERVIEW

Semiconductor manufacturers face a very competitive business environment with many challenges. As a result, they require fast and efficient equipment installation, process development, process qualification, and ramp to production. To address these challenges, chip manufacturers rely on the expertise of equipment suppliers to provide services and support that maximize equipment effectiveness, lifetime, and return on investment.

Lam's Customer Support Business Group (CSBG) focuses significant attention on delivering solutions that meet our customers' technical requirements as well as productivity needs during the equipment lifecycle. Our offerings include customized service solutions; high-quality, cost-effective spares; technology and productivity upgrades; and high-performance, low-risk products through our Reliant® Systems Business. MyLam®, a secure password-protected portal, is available to our customers and suppliers to ensure easy access to Lam technical and business resources.

LAM RESEARCH KEY FACTS

Founded: January 1980
 Revenue: ~\$11.9 Billion (CY 2020)
 R&D: >\$1.3 Billion (CY 2020)
 Employees: ~12,200 (CY 2020)
 Stock ticker: Nasdaq: LRCX



SPARES

High Quality, Cost Effective Parts and Contracts

- Enabling predictable spending
- Reducing risk
- Guaranteeing availability
- Deferring investment



SERVICE

Customized Support and Optimization

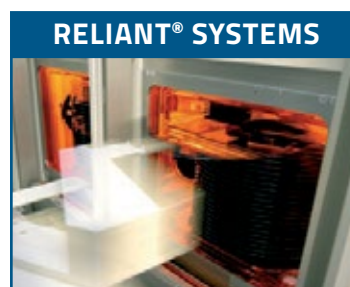
- World-class service delivering speed to solution
- Strong customer collaborations enabling improved tool productivity



UPGRADES

Productivity and Technology Upgrades

- Enhancing the capability and productivity of the toolset
- Extending tool lifetime by upgrading existing equipment to meet process requirements for next generation products



RELIANT® SYSTEMS

New and Refurbished 200 mm and 300 mm Systems for ≥28 nm and Specialty Technologies

- Extending the productive life of customer factories
- Enabling capacity expansions with qualified toolsets

CONTACT US

Lam Research Corporation
 4650 Cushing Parkway
 Fremont, CA 94538
 1.510.572.0200
 1.800.526.7678

Investor.Relations@lamresearch.com
 Media.Relations@lamresearch.com
 CorporateStaffing@lamresearch.com
 SalesInformation@lamresearch.com