

SUCCESS STORY

CASE STUDY

THE CUSTOMER



The customer for this project was Micron Technology Inc., a semiconductor company specializing in computer memory and data storage. It is based in Boise, Idaho, USA.

THE BRIEF

In late 2017, Micron announced a multi-billion-dollar expansion project for new 3D NAND flash memory production in Singapore. This project required a bulk gas supply, on-site oxygen (UPOX) plant, and CO₂ supply.

A fierce bidding war took place in early 2018, between multiple industrial gas companies, to meet these gas supply requirements.



THE SERVOMEX SOLUTION

Micron awarded the CO₂ gas supply contract to Linde Singapore, while the UPOX plant and bulk gas supply contract went to Air Liquide Singapore. Servomex was then awarded the Continuous Quality Control (CQC) packages for both these contracts, in Q1 2019 and Q3 2019 respectively.

Air Liquide Singapore selected Air Liquide Global E&C Solutions Japan to be the main contractor supplying the UPOX plant and bulk gas supply plant. In turn, in Q3 2019 they appointed Servomex to supply more than 50 sets of oxygen and moisture analyzers through our channel partner Yashima.

For the CQC applications, Servomex supplied its complete solution for ultra-high-purity (UHP) gas analysis. This consists of:

- DF-500 series trace oxygen analyzers
- DF-700 series trace moisture analyzers
- SERVOPRO NanoChrome trace gas analyzers

Final delivery of the analyzer systems is scheduled for Q3 2020.

The complete UHP solution is also supported by technology from fellow Spectris company Particle Measuring Systems (PMS), creating a complete CQC solution under the Spectris umbrella.

Our ability to offer a complete CQC system, together with the seamless co-operation with PMS, was a key factor in winning the project contracts.

Another strong advantage was our ability to provide expanded service support, with a commitment to keep hot spares in Singapore to cover emergency breakdowns.



SERVOPRO
NanoChrome ultra-trace purity



SERVOPRO
MultiExact 4100 multi-gas



SERVOPRO
DF-550E high-purity oxygen



SERVOPRO
DF-560E high-purity oxygen



SERVOPRO
DF-745 ultra-trace moisture



SERVOPRO
DF-750 ultra-trace moisture



“ We won these contracts through the impressive joint effort between our Japan and Singapore teams, showing a strong understanding of the customer needs and implementing the Miller Heiman strategic selling technique. Our early involvement in the bidding process gave us a clear advantage, as we were able to establish the supply scope at an early stage. Our ability to offer a total gas analysis solution, together with committed service support from our regional teams, sealed the success. ”

Luca Marinelli, Director, VP, Global Sales