

# Ivy Technology Penang

Malaysia

## Overview



### Site Overview

- Located at Plot 50, Hilir Sungai Keluang 2, Bayan Lepas Industrial Park, Phase 4 11900 Penang
- Within the Bayan Lepas FIZ, "Silicon Valley" of Malaysia
- Close proximity to Penang Airport (approx. 10 minutes)
- 151,000 sq. ft. facility, 38,000 sq. ft. of warehousing space, 90,000 sq. ft. of production floor space, 23,000 sq. ft. of office area
- Operating Hours: 24 Hours, Monday to Saturday
- Compliance to RBA
- Fully ESD Coverage for Products under repair

### Core Operations include but not limited to:

- Technical Skill Set: Fully equipped Level 1 to Level 4 Repair Capability
  - Level 1: Software Fix/NFF
  - Level 2: Modular Swap/Mechanical
  - Level 3: Component Replacement (PTH, SMD)
  - Level 4: BGA and solder pot rework capabilities with Xray inspection
- Notebook and Motherboard – PCBA and WUR Repair
- Graphics card, Docking station, Consumer electronics Repair Printer Repair
- Network Switches, Servers Routers, Set-Top Box, Mobile phones etc.
- Test screening - HDD/SSD and other commodities
- Notebook Display (E2E) and Flat Panel Display repair
- Clean Room with class ISO 100/1000 for LCD repair
- Scrap management, Recycling & Harvesting with refurbishment
- RMA planning, warranty/credit claim, E2E RTV management
- Full service logistical provider (WHS management system, receiving, shipping, pick/pack, storage, high value cage, fulfillment, kitting, de-trash, etc.)
- State of the art inventory management program / serialized traceability.
- Customized Configuration and order fulfilment
- Regional Control Tower Operation :12 countries network supported by 4 network partners
- Warranty validation, Testing, Repair (module swap), failure analysis, product disposition

### Human Capital Overview

- 331 x Employees overall
- 266 x active DL employees
- 65 x active IL /SGA employees

### Current Volume (Yearly)

- Notebook/Desktop - 150,000
- HUD LCD - 18,000
- Flat Panel Display - 15,000
- Mobile phone - 22,000
- Others - 190,000

### Standards Certified & Adopted



• ISO 9001 - Certified



• ISO 14001

### Penang Site Facility Timeline

