

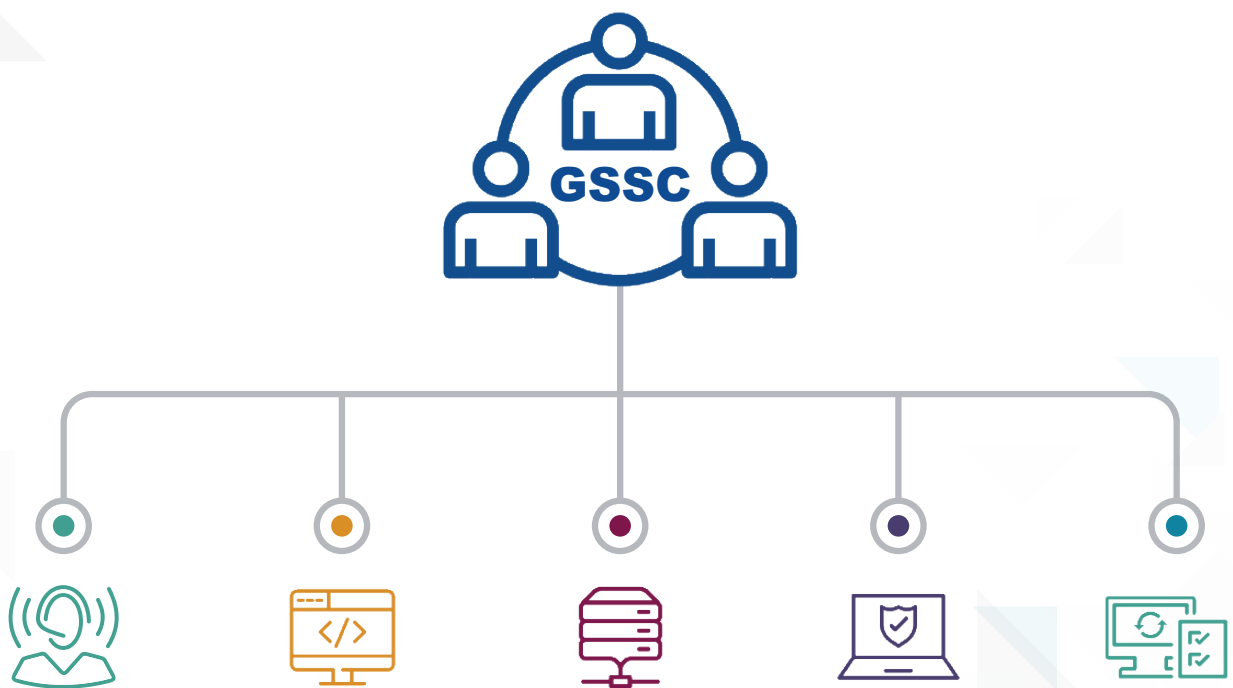
GLOBAL SHARED SERVICE CENTER

Optimized IT Solutions—Orchestrating Standardization for
Unmatched Quality and Superior Service



GSSC at a Glance

The **Global Shared Service Center (GSSC)** at Amkor Technology is a specialized IT unit that serves as a centralized hub, providing support for various IT services across multiple factories within the organization. Its goals include efficiency, cost optimization, and enhanced decision-making.



Unlocking Efficiency

Welcome to Your Shared Service Powerhouse

Centralize and streamline IT development and operational functions to enhance efficiency and improve standardization.



Global Service Desk

24x7 Service Desk Support: Single point of contact for end users to report issues.

Call/Email/Chat Handling: Engage and assist, no matter how user reaches out.

Incident Resolution: Manage IT service disruptions and restore services within SLAs.

Request Fulfillment: Mastered execution of standard routine IT services.

Remote Assistant: Provides IT support from a distance, leveraging the use of digital tools and connectivity.

Standard Software Deployment: Structured implementation of standard applications.

Quality Assurance Audit: Maintain high quality user experience through audit evaluation.



Application Support

24x7 B2B Support/Triage: Round-the-clock B2B customer support.

PLM Billing Analyst: Ensures that service and order requests will be invoiced and billed.

SAP Security: Safeguard SAP data and application from unauthorized access.

Servicenow Platform: Managing IT services, resources, project portfolio, audit, risk and compliance.



Information Security

24/7 Security Operations Center: Your bird's eye view in terms of security.

InfoSec Engineering: Ensuring security resiliency and shielded defenses.

InfoSec Audit: Your cybersecurity checkpoint and control assurance.

Cybersecurity Awareness and Training: Empower secure practices by making sure that users are well informed.



Development/Operations

Global B2B Platform Development and Delivery: Connecting businesses for seamless operations.

RPA Solution: Automating your business with automation anywhere.

Web Development: Building dynamic digital experiences.

ABAP Development: Powering SAP solutions.

Power BI Development: Unlock actionable insights with Power BI.

SharePoint Development: Empowering teams through seamless collaboration.

eBusiness Management: Managing customer integration projects.



Infrastructure Support/ Administration

24/7 Infrastructure Monitoring – Your Eyes and Ears on Infrastructure: Keeping the organization connected and protected while ensuring availability and high performance.

B2B Transaction Monitoring: Ensuring B2B transactions availability.

AS400 Job Monitoring: Your partner in AS400 utilization and job monitoring.

Factory Report Monitoring (ATP FBR): Ensuring delivery of usable insight to factory.

Vulnerability Patching: Ensuring continuous protection, shielding you from vulnerabilities.

Software Upgrade and Deployments – Maximizing Features, Minimizing Risks: Keeping you protected from vulnerabilities.

Windows and Linux Administration – Your Helping Hand in System Administration: Simplifying system management.

GCP Administration: Provisioning access, defining roles and analyzing costs.



Why Choose **GSSC**?

Discover the exceptional value we provide.



EFFICIENCY AND STANDARDIZATION

By centralizing IT services, the Global Shared Services Center (GSSC) ensures consistent and streamlined processes across multiple factories, leading to enhanced efficiency and standardization in service delivery.



COST OPTIMIZATION

The GSSC targets cost reduction through IT resource consolidation, redundancy elimination, and economies of scale utilization, contributing to Amkor Technology's cost optimization.



ENHANCED DECISION MAKING

The GSSC offers valuable data and insights through its centralized point of service. This facilitates informed decision-making within the organization, particularly regarding IT strategies and resource allocation.



QUALITY SERVICE

The GSSC is committed to providing high-quality IT services across all factories, striving to fulfill or surpass service level agreements (SLAs) and improve user satisfaction.



COLLABORATION AND KNOWLEDGE SHARING

The GSSC promotes collaboration among IT professionals across factories, advocating for knowledge sharing, best practices adoption, and ongoing enhancement.

The **Global Shared Services Center (GSSC)** is dedicated to delivering exceptional support and service to you.

At the GSSC, we understand the importance of delivering precise and prompt information and services. We are committed to providing continuous, 24/7 production and comprehensive IT support to ensure optimal operational efficiency.



Global Shared Service Center

Amkor Worldwide Services LLC-ROHQ

10th floor, One Griffinstone Building,
Commerce Avenue, corner Spectrum Midway Extension,
Alabang, Muntinlupa City,
Philippines, 1780

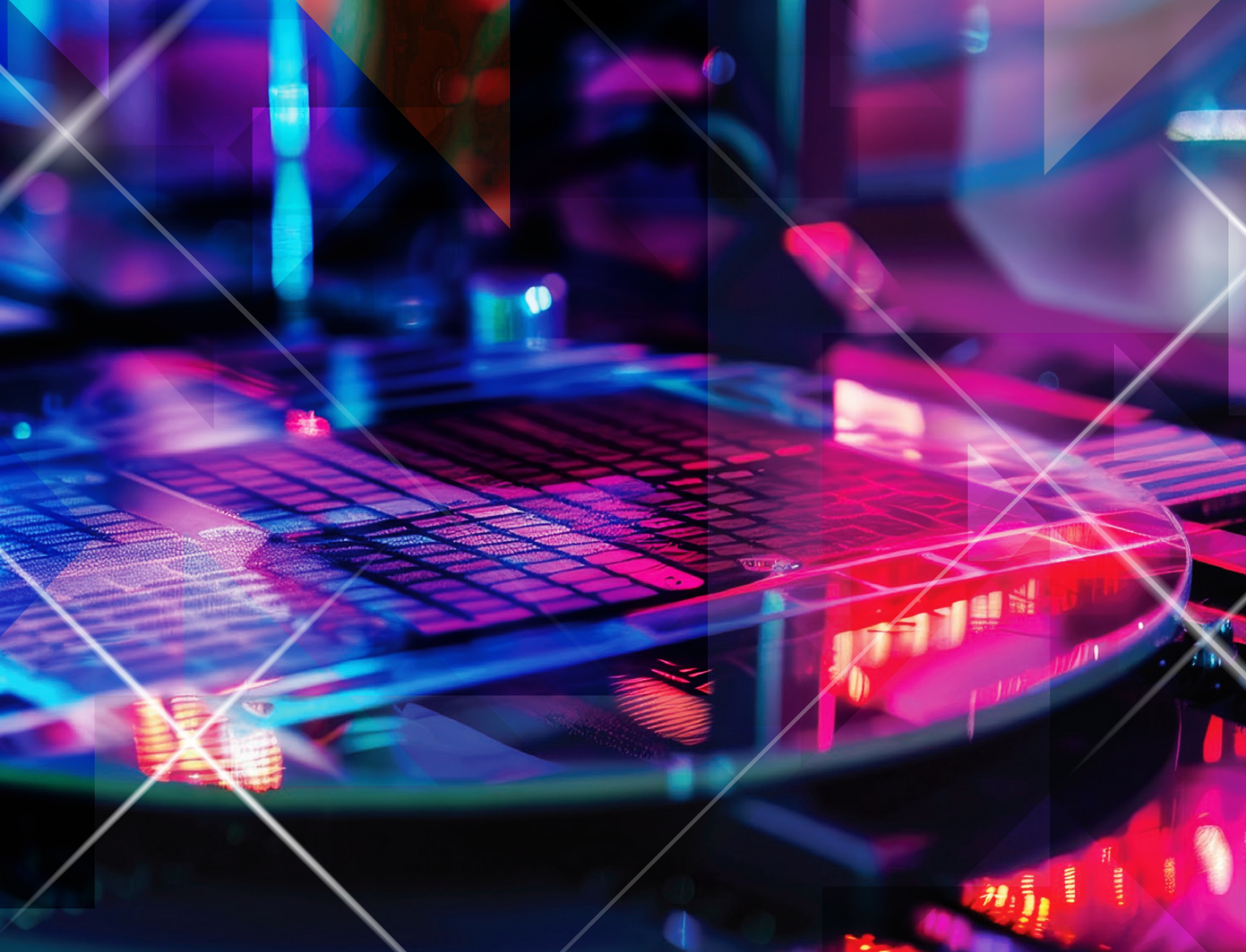


+1-888-265-6716 extension 5555



Amkor IT Service Desk (itservicedesk@amkor.com)





Visit [amkor.com](https://www.amkor.com) for more information.

With respect to the information in this document, Amkor makes no guarantee or warranty of its accuracy or that the use of such information will not infringe upon the intellectual rights of third parties. Amkor shall not be responsible for any loss or damage of whatever nature resulting from the use of, or reliance upon it and no patent or other license is implied hereby. This document does not in any way extend or modify Amkor's warranty on any product beyond that set forth in its standard terms and conditions of sale. Amkor reserves the right to make changes in its product and specifications at any time and without notice. The Amkor name and logo are registered trademarks of Amkor Technology, Inc. All other trademarks mentioned are property of their respective companies. © 2024 Amkor Technology, Incorporated. All Rights Reserved. BR602A-EN Rev Date: 10/24

