

Silicon Labs Fuels Today's Digital Lifestyle with HEAT Cloud Business Service Management

Silicon Labs is powering today's digital lifestyle and the Internet of Things with energy-friendly, mixed-signal integrated circuits (ICs) for smart home applications including security systems, smart meters, smart thermostats, appliances and lighting control.



ORGANIZATION

Name: Silicon Labs
Location: Austin, TX
Industry: Semiconductors
Website: www.silabs.com

SOLUTION

HEAT Service Management, deployed in the cloud

BENEFITS

- Improved business service management operations
- Lowered opex and capex with cloud-based service management
- Simplified approvals process with automation
- Improved service with phone-enabled service management

Silicon Labs' timing and power ICs for networking equipment and data centers are an essential part of the Internet infrastructure. And, increasingly, its chips are part of the fast-growing market for smart watches, fitness trackers and other wearables, while its broadcast audio and video ICs have long been used in televisions, set-top boxes, and consumer and automotive radio products. Founded in 1996, Silicon Labs had revenues of \$580 million in 2013. The company has more than 1,000 employees and 10 research and development locations around the world.

Supporting a Mobile Workforce

Mobility is fundamentally transforming how work is done—not only for salespeople and road warriors, but also for back-office operations like IT support and business administration. As Silicon Labs adopted a bring-your-own-device (BYOD) policy, more workers wanted to access core business applications from their mobile devices, including service desk applications.



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As mobile device usage grew, Silicon Labs considered its options for a mobile-friendly service desk solution. The company, a longtime user of HEAT Software's HEAT Help Desk solution, decided to migrate to the latest version of HEAT Service Management in the cloud.

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With HEAT Service Management, users can submit incidents from any device or computer with a web browser, and analysts in the field can resolve issues without the hassle of getting a VPN connection back to the corporate headquarters. "When we have an emergency, we get our workflow rolling on a conference call, and one of the first steps is to submit a HEAT Priority 1 ticket," says Skinner. "It's pretty painful for someone on the helpdesk to login remotely at 3 am. Now, with HEAT Cloud, it's easy to login to HEAT via a web browser."

Moving to HEAT in the cloud has enabled Silicon Labs' IT team to improve the workflow and speed it takes to resolve problems when it matters most, as well as reduce maintenance and administrative overhead. With a cloud-based service desk, there is no longer a need to buy and maintain servers to support the service-desk application.

Improve Service Management Operations

Silicon Labs takes advantage of HEAT Cloud's broad functionality, including incident management, service request, change management, problem management, service catalog and self-service.

The company has found HEAT's Voice Automation to be helpful in providing around-the-clock support to its global workforce. "One of the reasons we chose HEAT was the integration of the IVR system," says Skinner. "Our users are accustomed to being able to unlock their accounts through the phone system." In addition, skills-based call routing helps IT ensure that service desk calls are handled quickly and efficiently. Integration with the company's phone system also enables the IT staff to make companywide announcements, such as notifying users of a major outage or service restoration.

Delivering Strategic Business Value

Using HEAT not only has improved day-to-day IT operations but also has enabled Silicon Labs to achieve greater business agility by improving the company's overall service management operations. Silicon Labs uses HEAT for service desk operations as well as in its human resources, chip design, facilities and finance departments.

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As Silicon Labs' business service management practices continue to mature, the company will continue to implement release management processes with HEAT to ensure that it can deliver new releases and functionality quickly while mitigating the risk of change. In addition, Silicon Labs plans to advance its configuration management processes, including the use of configuration items, to ensure the smooth introduction of new business services and capabilities.

With HEAT Service Management, Silicon Labs has a strong foundation for its business operations enabling it to focus on developing silicon and software solutions that have become essential in today's always-connected lifestyle.

HEAT Software USA Inc.

490 N. McCarthy Blvd. Milpitas, CA 95035 USA
P. +1 800.776.7889 or +1 408.601.2800