

Chip Support Offload Facility- CSOF

Today, in the High Technology Industry Product Support is becoming a key differentiator in business decisions for semiconductor vendors. And on the other hand, customers' decision to choose a particular solution or chip is based on the depth of technical support available to them from the chip vendor.

One out of three customers knocking on a Chip Company's door expects a hardware or software customization. It is practically not feasible to scale up in-house talent to meet the varying demands of customers.

Problems in scaling support in house:

1. Increased idle time of engineers due to varying customer requirements
2. multiple departments and heads
3. Un justifiable tool costs (SI, Power Analysis)
4. Can not scale to all needs of customers (BOM analysis, Certifications, 3rd Party HW / SW integration)

Keeping this in mind, Aizyc provides Technical Support Services to help Chip Companies focus on their core business and leave the support activity to us.

Technical Support (Existing/Prospective Customers)

Aizyc has acquired exhaustive experience in providing high end engineering support services to technology companies providing level 1, 2 and 3 support services. Having a professional and competent Technical Support team at Aizyc helps in reduced time-to-market of the product, faster sales and quicker turnaround times for hardware/software customization.

Aizyc is involved in setting up and sustaining a competent support team for niche products/solutions. All this is achieved through:

1. Robust processes followed to maintain the quality of resolutions provided.
2. Responsiveness to provide specific fixes to problems in a time bound manner.
3. A well structured training plan to train resources and decimate the knowledge acquired over the period of time.
4. Scalability in terms of location as well as number.

Aizyc's engagement with the customer involves:

Requirement Analysis

- A thorough analysis of business requirements of the customer
- Extensive study of the product line and current support operations.
- Acquire and analyze the historical data about the support issues.
- Propose a solution comprising of the team experience skills and level of support service required.
- Contract sign-off with the customer based on SLA terms.

Knowledge Acquisition

- Well-defined processes to acquire knowledge and archive the same for continued use.
- Custom developed tools to acquire and decimate knowledge within the team.

- Formation of well-defined plans for transition and service execution.
- Arriving at performance metrics in-line with business goals set.
- Documenting the knowledge acquired via support portal for future transfer.

Infrastructure Set Up

- Establishing telephone lines (for level 1 support), if required.
- Set up of state-of-the-art Lab facility with required hardware, software and repair tools.
- Installing web portal to handle the support cases with customer involvement.
- Training of team members on soft skills and processes.
- Dry run of the entire set up to understand the gaps.

Service Execution

The depth and intricacies of support service depend on the level of support being provided. Essentially three levels of support are provided by us:

Level I Support
Level II Support
Level III Support

For all the above three levels of service, the support team is trained and briefed on the following:

- Knowledge Base.
- Relevant FAQs.
- A thorough understanding of the Customers' product line being supported.
- A briefing on the Soft Skills and Processes.
- Following of appropriate escalation matrix during support calls/issues

Escalations

Level 1 Support

- Email reception.
- Validation of Customer and/or Registration.
- Entry of issue/problem into the CRM tool.
- First level of product information.
- Evaluation boards installation Support.
- Solutions from FAQs and knowledge base.
- Help customers with language difficulties, interpret and understand the datasheets.
- Escalations.

Level 2 Support

- This level addresses complex issues, integration and hardware issues.
- Application specific issues.
- Escalations from Level I.

- Simulation.
- Resolutions.
- Knowledge base entry.
- Escalations.

Level 3 Support

- Respond to technical queries on product interfaces.
- Troubleshoot customer problems (On their customized board).
- Provide generic fixes as and when available.
- Provide relevant versions of patches/fixes in software/firmware/boards.
- Provide enhancements/upgrades as required for mass production utilities, customize device drivers to suit customer's requirement.
- Provide debugging tips to customers.
- Do custom schematics and layout as per customer's specification.
- Offer prototyping facilities for customer's end product.
- Escalate the next level (Customer engineering team) if required.
- Analyze Field returns and debug customer boards post production.

For more details please contact:-

*Aizyc Technology private limited,
8-2-120/86/9/4 Road No.2 Banjara Hills,
Hyderabad - 500034 India.
Ph: +91 40 2355 4436, Fax: +91 40 2355 4437
sales@aizyc.com*