LSI Logic

Business

LSI Logic designs and manufacturers semiconductors for a variety of end users.

Business Challenge

As the company continues to grow, Mike Liveright, one of two system managers in the specialized high performance chips area, needed to find a solution for their customer issues management tracking. His area supports 200 end users with their requests for assistance. After reviewing the situation and what was needed, he outlined an action response system. Something that would place the users request for help in a queuing area which could then be accessed by the next available system manager. This removed the need to have the customer camp out on our door step or phone for an answer. At first, Liveright considered creating this action response system himself. He recognized that updating the system would be a problem possibly more cumbersome and time absorbing than what currently existed. He went looking for a solution. After reading an advertisement for Visible Systems configuration management product Razor, he believed they possessed the answer to his problem.

Visible Systems Solution

Visible Systems strategy in making the Razor product small and modular, user configurable, easy to use and learn was "right on" with what he needed Liveright bought a trial unit and after a week realized he couldn't live without it. Although Razor has expandability beyond being a problem queuing system, Liveright believes that for his specific application it does what it's suppose to do extremely well and with almost no learning curve. Recently, he had to redesign the reporting output which will enable the system managers to forward the status reports directly to the customers thereby keeping them updated on recent developments. This benefits the system managers by increasing their productivity and reducing duplication efforts. Liveright estimates that he's been able to save 10% of his time a week by using Razor. He mentioned that if a company is able to save roughly $10K a year and increase productivity and customer satisfaction by purchasing a product that is $500 who wouldn't consider this solution for issue management. Liveright hasn't had a need to use Visible Systems' customer support group for any support issues but does provided valuable feedback to the company on considerations for the next version of the product. He believes they really listen to their customers for feedback and input.

201 Spring Street • Lexington, MA 02421
(800) 6VISIBLE • Fax (781) 778-0208
Email: sales@visible.com • www.visible.com

Visible
SYSTEMS CORPORATION