

Lattice Semiconductor Corporation

## Semiconductor Maker Automates Generation of Licensing

### Customer Overview

Lattice Semiconductor is ranked third in world market share for FPGA devices and second for CPLDs and SPLDs. For 30 years, it has manufactured and supplied programmable mixed-signal and interconnect products with related software and intellectual property, including their own Lattice Diamond design software.

### Challenges

Lattice uses many different software products, each with as many as 125 separately licensable features. These features rely on three different license generators: one from Lattice and two from partner companies. One of these partners requires license requests to be sent via email.

The system needed to be able to communicate with all license generators, including sending and receiving emails for one of the partner companies and generating a completed license file or multiple files as sometimes required by floating licenses.

Lattice had been managing the distribution of their software licenses with an internally developed system built on an Oracle database. The original designers had left the company and no one at Lattice fully understood how it worked.

**“Agiloft makes it easy to add features, products, contacts, and companies.”**

— Tim Schnettler, Director,  
Business Group Operations  
Support Services

Moreover, Lattice’s list of features, products, contacts, and customer companies is constantly changing, so adding new records and updating existing records needed to be easy.

Lattice also wanted a portal that would allow its customers to generate their own licenses with default feature sets, and a mechanism for automatically distributing completed license files to the customer. In short, the company was determined to remove any barrier to completing software sales.



### Industry

- Integrated Circuits

### Challenges

- Many different products with up to 125 separate features
- Relied on 3 different license generators, 1 by email
- Needed to be able to easily change based on changing vendor requirements
- Needed a new customer portal for self-registration

### Agiloft Solution

- Support for unlimited features
- Fully customized to requirements
- Integrated with tech support and expandable to additional areas
- Hosted SaaS Service

### Benefits

- GUI based - no coding for additions or changes
- Trained staff can make changes without needing an admin
- Tracks all currently and previously licensed features
- Built-in end-user portal
- Automatically emails licenses
- Fully extensible for additional automation and notification

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## The Search

Lattice evaluated several leading license management products but found that all of the existing products for communicating with license generators are sold by the companies that make those generators and are designed to work with only a single generator from that company. Further, they are extremely costly and would have required Lattice to pay a percentage of their software license revenue to the vendor.

Lattice considered building a solution internally but decided that it was not a good use of resources since this type of tool was not core to its business. Additionally, because it would have to host the product, building an internal solution was counter to the company's overall goal of moving non-critical infrastructure into the cloud.

The search ended when it became clear that the Agiloft solution not only offered broader functionality than the products from the license management vendors, it was also much more affordable.

“After our old admins left, I've been using the new system a lot more myself and I find it very easy to work with.”

— Tim Schnettler

## Agiloft Solution

Agiloft provided Lattice with a License Generation Management (LGM) solution that allows unlimited available features to be associated with a product, along with a separate list of default features.

The Agiloft LGM understands what license generator is used to authorize each feature and allows a given feature to be associated with multiple products.

Each license generator record contains all the

required information, whether the generator is local or only available by email. With a few mouse clicks, staff can mass-generate licenses for an unlimited number of products and features.

Once every license set is completed, the final file, or files, are generated and automatically emailed to the customer.

“The beauty of Agiloft is that it is not home-grown. We now have a viable commercial system supporting our long-term requirements, as opposed to highly customized and antiquated software being held together by chewing gum and bailing wire.”

— Tim Schnettler

The Lattice business processes for generating licenses is now agile. Because changes can be made using just the admin browser, no coding is required and the time it takes to modify a given workflow has been reduced from months to a few minutes.

## Benefits

- **Expansible** - Adding new features or products is easy with the browser GUI. They attach to the existing license generator records and are immediately available with no coding.
- **Easily Reconfigured** - Changes to how a generator operates are made by staff with the necessary permissions using just a browser.
- **Staff Accessibility** - Trained staff members can make changes to the system on their own without relying on IT or a dedicated programmer.
- **Integrated systems** - The license management system is fully integrated with the existing tech support solution, which allows reuse of the customer company and contact information as well as cross-referencing between registered licenses and support cases.



- **Additional Automation** - Automated reminders are added through the GUI to notify customers of expiring licenses or features.

“Agiloft is intuitive: creating, editing or deleting a record only takes a moment. In our old system, we could not delete, and adding a record took six screens.”

— Tim Schnettler

- **Mass Edit Capability** - Multiple records can be edited from one screen, allowing easy updates to entire sets of licenses.
- **Customer portal** - Customers can generate their own licenses with a default feature set.

## Let Us Show You

What Agiloft has done for Lattice, it can do for you. In a matter of hours we can set up a custom proof of concept for your toughest business process to show that Agiloft really can meet your needs. Just give us a call.

## About Agiloft, Inc.

Over 3 million users at organizations ranging from small enterprises to U.S government agencies and Fortune 100 companies depend on Agiloft’s top rated product suites for [Contract Management](#), [Service Desk](#), [Custom Workflow](#), and more. Agiloft specializes in automating processes that are too complex for competing vendors. Our best practice templates and adaptable technology ensure rapid deployment and a fully extensible system. For more information, visit <https://www.agiloft.com>.