



COMARCH

 **SILICON LABS**

Application Engineering for Silicon Labs

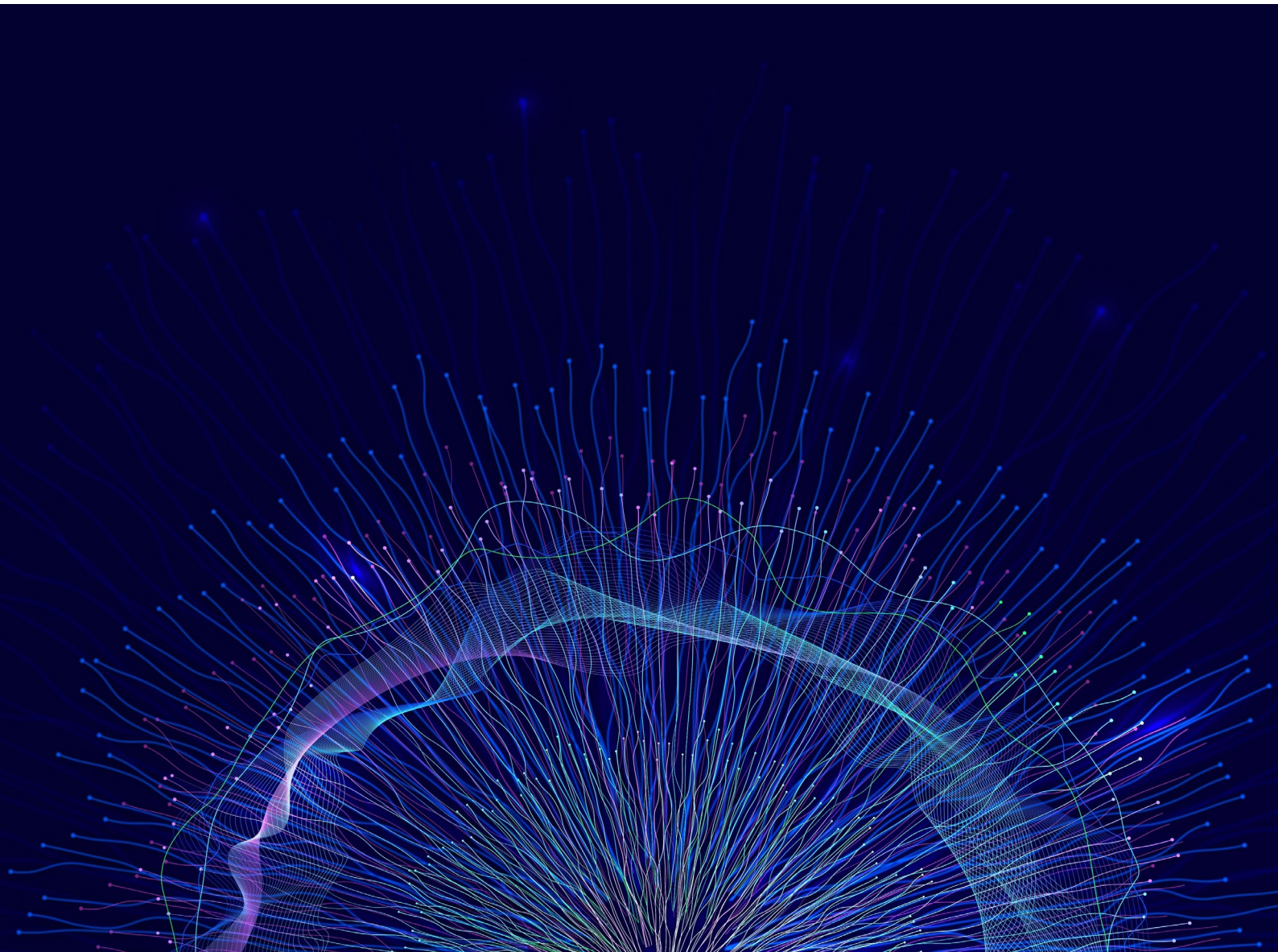
About Silicon Labs

Silicon Laboratories, Inc. is a global leader in creating cutting-edge wireless technology, including semiconductors, other silicon devices, and software. Started in 1996 in Austin, Texas, the company provides elements necessary for the Internet of Things (IoT) infrastructure worldwide: from smart home solutions and industrial IoT to smart retail and connected health.

Comarch & Silicon Labs

The partnership of Comarch and Silicon Labs started in 2013. Currently, the companies are working on 11 ongoing projects, and **Comarch aims to provide services to end-customers of Silicon Labs.** The cooperation involves usage of various technologies:

- Bluetooth (including Bluetooth Low Energy and Mesh)
- Android
- Wi-Fi
- Thread
- Z-Wave
- ZigBee
- iOS



Benefits for Silicon Labs

- Comarch's extensive knowledge of the IT industry, skilled engineers and hands-on experience with the latest technology
- Additional competences regarding project organization, management, consulting and mentoring
- The ability to plan future development based on the stability that Comarch provides
- Flexible business approach and pricing suitable for the specific project

Advantages for Silicon Labs

The main target of application engineering is to provide technical support for Silicon Labs' customers. This includes answering technical questions, investigating reported problems, working with technical documentation, and more. The maintained products are mobile applications for Bluetooth Mesh (both iOS and Android), Bluetooth/Wi-Fi devices, and Z-Wave controller middleware.

Throughout the project, the Comarch team effectively utilized a range of tools, including Jira, Confluence, and Simplicity Studio, while demonstrating proficiency in languages such as C, C++, and Python. Additionally, they worked with Logic Analyzer and utilized Bluetooth Sniffer to enhance functionality and efficiency.

Scope of the project:

- Providing technical support and remote support for end-users, ensuring that their technical issues are resolved promptly and effectively.
- Creating test scripts and sample applications to evaluate the functionality and performance of the maintained and developed product.
- Providing technical articles and internal guidelines to assist team members and customers in understanding complex technical concepts and processes.
- Providing feedback to the R&D on released SDKs and facilitating communication with end-customers to gather valuable insights for product improvement.
- Testing existing functionalities of maintained products to ensure they meet quality and specification standards.
- Capturing and analyzing trace logs to identify and troubleshoot reported issues.
- Working on a release-to-release basis, ensuring that each software release is thoroughly evaluated and improved.
- Example application support to assist customers in effectively utilizing and customizing their applications for optimal performance.
- Maintaining direct customer communication for escalated product issues.
- Collaborating with cross-functional teams from various regions within the company to gather requirements and ensure successful products development.
- Conducting training sessions for internal sales team.

What Comarch brings to the table

As a global IT company with almost 30 years of experience in the industry, **Comarch is responsible for the development of production tools, mobile apps, firmware, SDK, and qualification test automation.** Cooperation area also covers maintaining external and Comarch solutions, as well as application engineering. Complementary expertise includes technology stack, hardware design, and third-party systems integration.

Comarch works with various technologies on a day-to-day basis. Our background and competencies have helped us become a leader in the IT industry. **Many years of professional experience enable us to face many challenges that our partners struggle with and successfully resolve any issues.**

Silicon Labs on cooperation with Comarch

Comarch has provided Silicon Labs with development services on a variety of application development projects for more than 10 years, and we have always found the company's work to be very high quality. Project tracking is clear and accurate, and communication has been direct and transparent. We have always been able to trust their team of developers, who have deep expertise in embedded software and mobile application development. I would highly recommend Comarch as a trusted services partner.

Robert Power,

Vice President of Software,
IoT, Silicon Labs



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About Comarch

Comarch (headquartered in Kraków) is a leading global IT company with a portfolio of thousands of complex and successful IT projects and implementations of software development for more than 40,000 companies worldwide. We have wide knowledge of IT systems and solutions including cloud services, IoT ecosystems and embedded software. Comarch has been a reliable partner for global IT standards organizations since 2007. Over the years, we've worked with various organizations and gained knowledge and expertise in how to support certification bodies at each step of the creation of certification programs, and aid their members in technology adoption.

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