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WORK at LIGHTSPEED™

Integrated Identity and Service Management at Broadcom

NEERAJ MALHOTRA
GLOBAL IT
Broadcom

JOSH DONELSON
SR. MGR., TECHNICAL ALLIANCES
Okta

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Agenda

- Neeraj and Josh
- Broadcom Overview
- M&A and Onboarding, Before and After Okta
- Broadcom Current State
- Q&A

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Speaker Introduction



NAME: Neeraj Malhotra

TITLE: Sr. Manager, Global IT

FUNCTION: Identity and Site Support Services

COMPANY: Broadcom Limited

EXPERIENCE: 14+ Years at Broadcom Limited (LSI, Avago), 18+ in Global IT

EXPERTISE: Identity, Cloud Services, Client Support, Customer-Service Oriented IT

ACHIEVEMENTS: M&A - Identity and client integration for LSI -> Avago, Avago -> Broadcom Limited; Global AD migration, client support and operational standardization

CURRENT PROJECTS: Global Deployment - Windows 10, Identity Automation - On/Off boarding

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Speaker Introduction



NAME: Josh Donelson

TITLE: Sr. Manager, Technical Alliances

FUNCTION: Tier 1 Technical Relationships

COMPANY: Okta

EXPERIENCE: 2+ years at Okta, 12+ years in Enterprise Engineering and Technical Alliances

EXPERTISE: Identity Solutions, Desktop and Server Engineering, Customer Success

ACHIEVEMENTS: Okta is a 4x Gold Sponsor @ Knowledge

CURRENT PROJECTS: Integrate Identity and Service Management

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My Company



NAME: Broadcom Limited

INDUSTRY: Semiconductor design, semiconductor manufacturing

MARKET FOCUS: Broadcom Limited is a diversified global semiconductor leader built on 50 years of innovation, collaboration, and engineering excellence

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: Global provider of semiconductor solutions for Wireless/WiFi, Storage, and Networking; Full-service custom silicon solution provider; Next-generation solutions enabling Mobile, Medical Devices, and IoT

COMPANY-WIDE INITIATIVES: Growth by M&A; Global reach to align multiple LOB; Design excellence – support the engineers

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Session Overview



Objectives

- Learn how Broadcom leveraged ServiceNow with Okta to drive efficiency gains during M&A activities



What You Will Learn

- What are the pressures on IT during M&A activity?
- How do those challenges drive User Lifecycle decisions?
- How can ServiceNow help automate solutions to User Onboarding challenges?

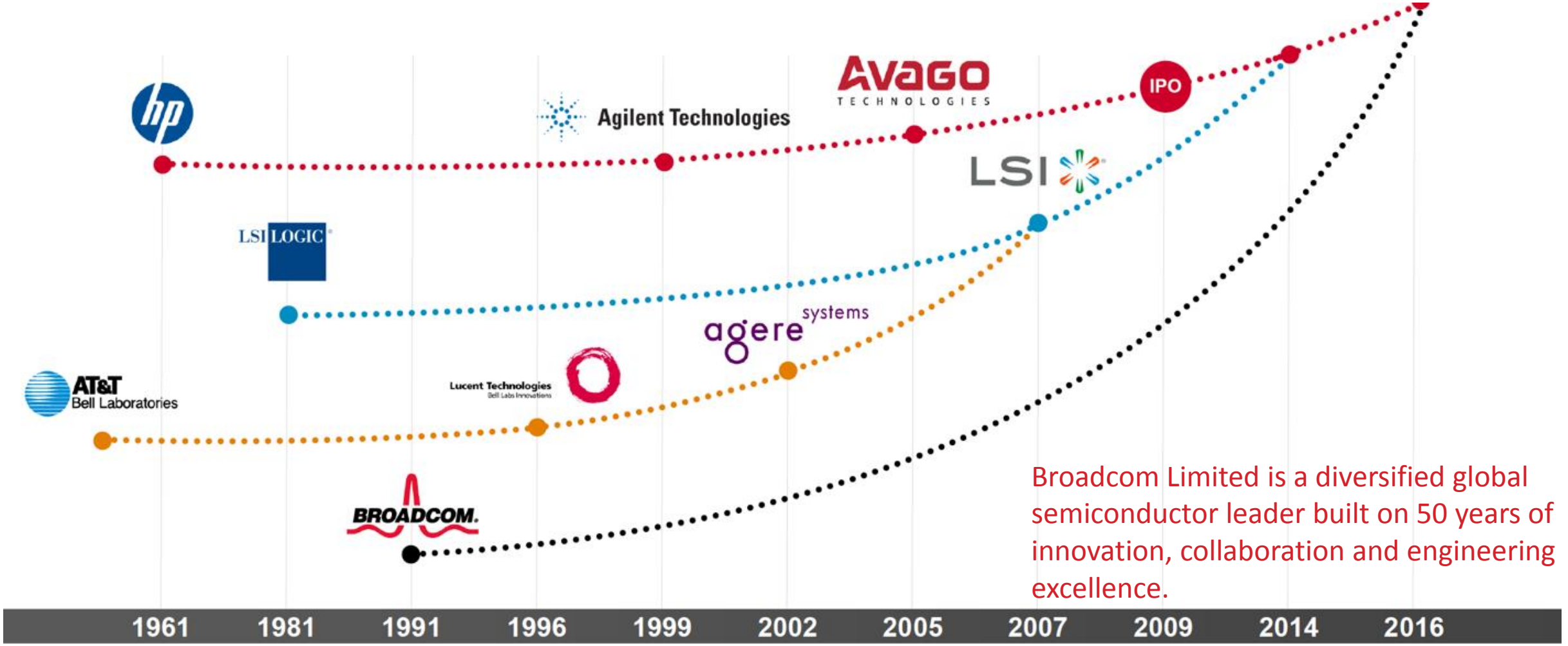
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How ServiceNow® Driving Identity helps Overcome M&A Challenges

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Heritage of Technology



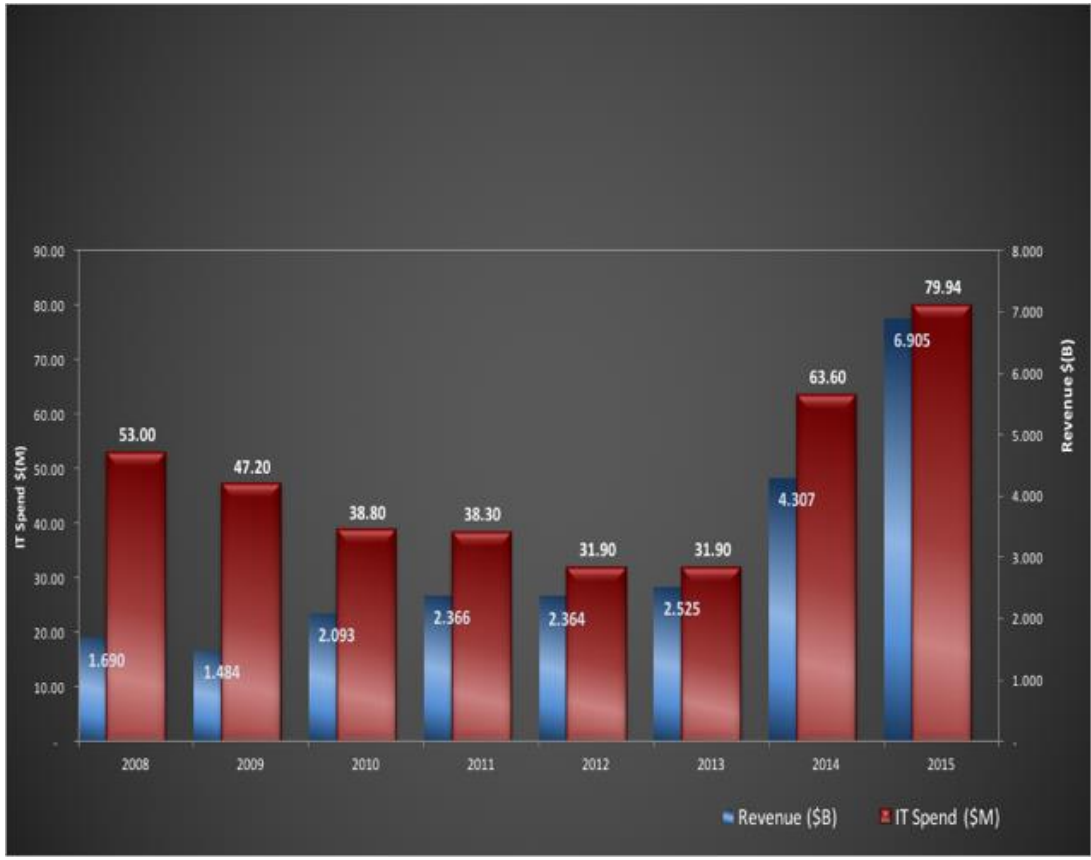
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M&A Key Challenges

- Tight Integration Timeline
  - Small acquisition (<USD1b) 2-3 months
  - Large acquisitions (>USD5b) 9-12 months
- Differences of IT Strategies, Systems, Infrastructure and Services
- Hard to predict when Closing Date w/ Stock holders voting & Regulatory approvals
- Resistance and Management of Change
- Budget



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How Broadcom Limited Overcame M&A Transition Challenges?

Cloud Services

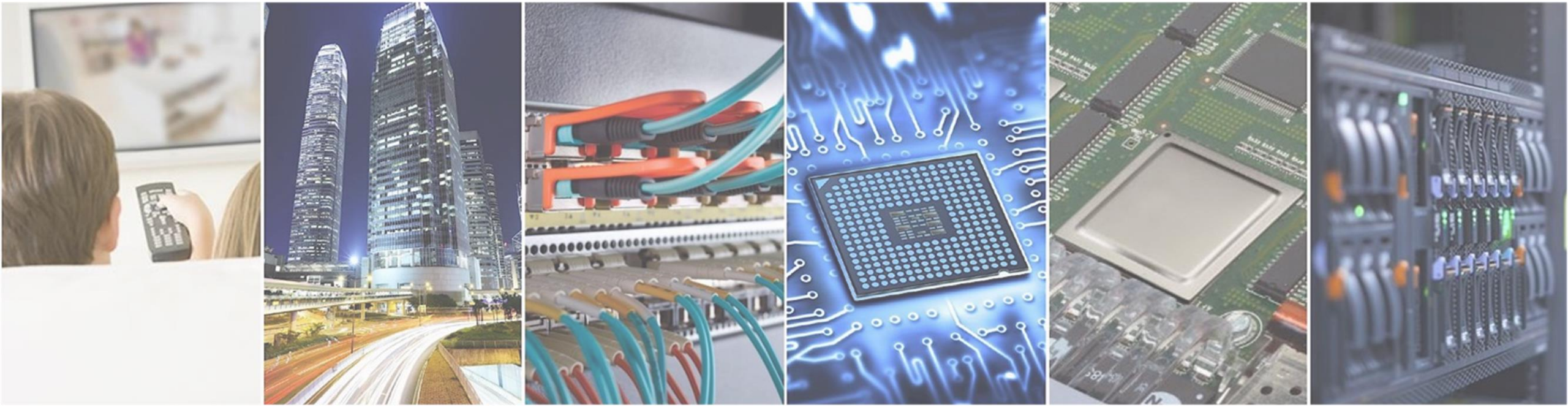


- No infrastructure to build … to meet the tight timeline
- Limited configuration required … to meet the unpredictable date
- Cost efficient … to address the budget
  - Scalable, flex up or down
  - Subscription based
  - No additional infrastructure & build out cost
- Ease of adoption … for management of change
  - Easy to use
  - "Consumer" like services they know
- Security … taken care of cloud provider
- IT Concentrates on the Core

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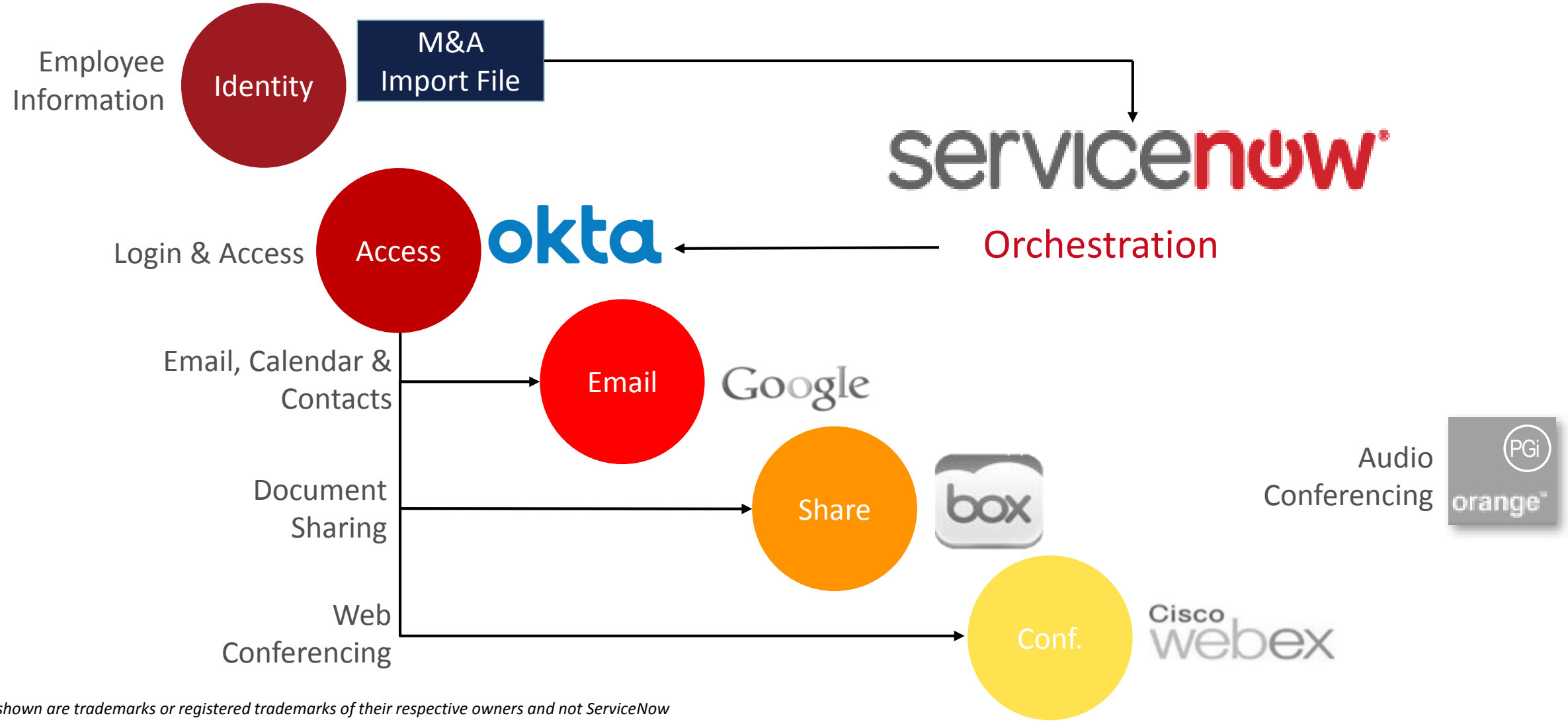
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Onboarding with ServiceNow® and Okta Integration



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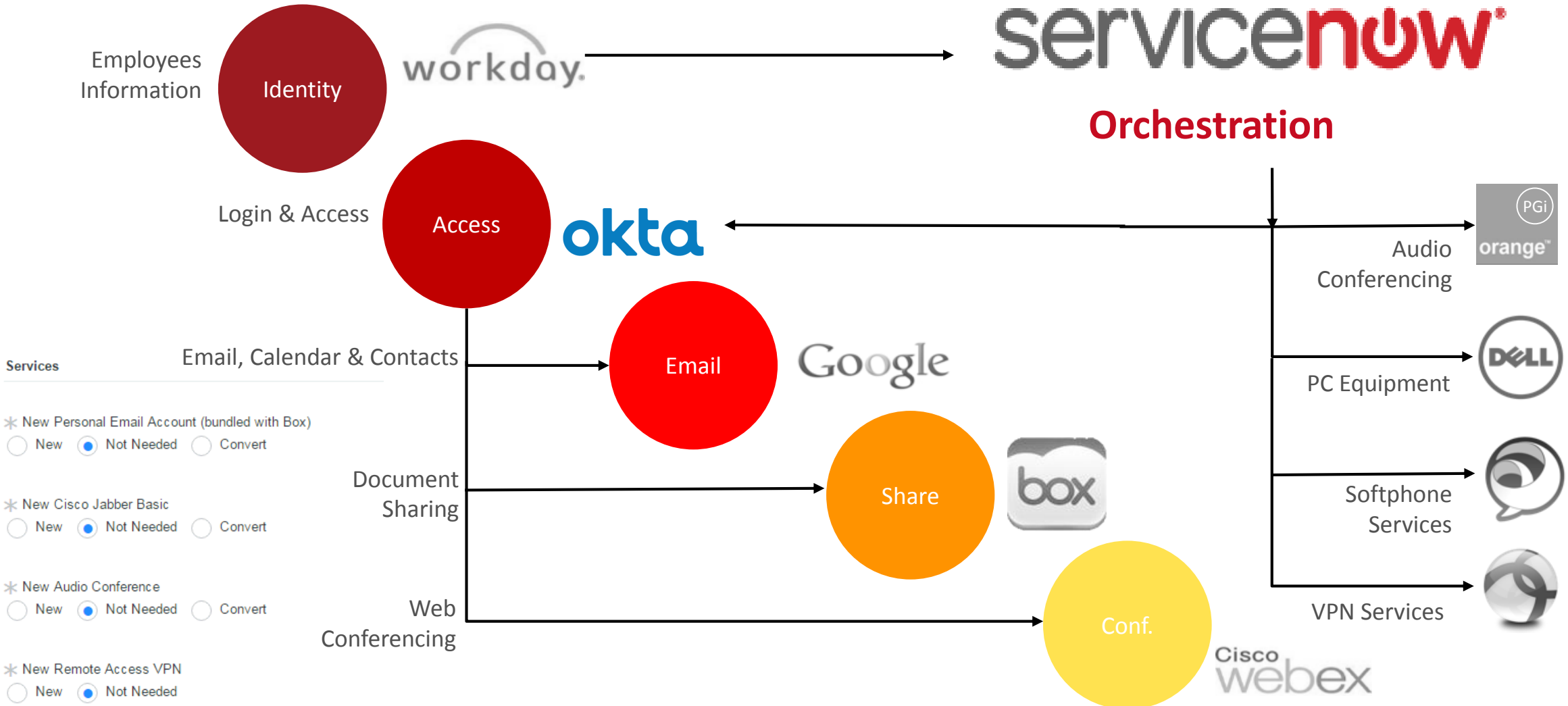
M&A User On-boarding



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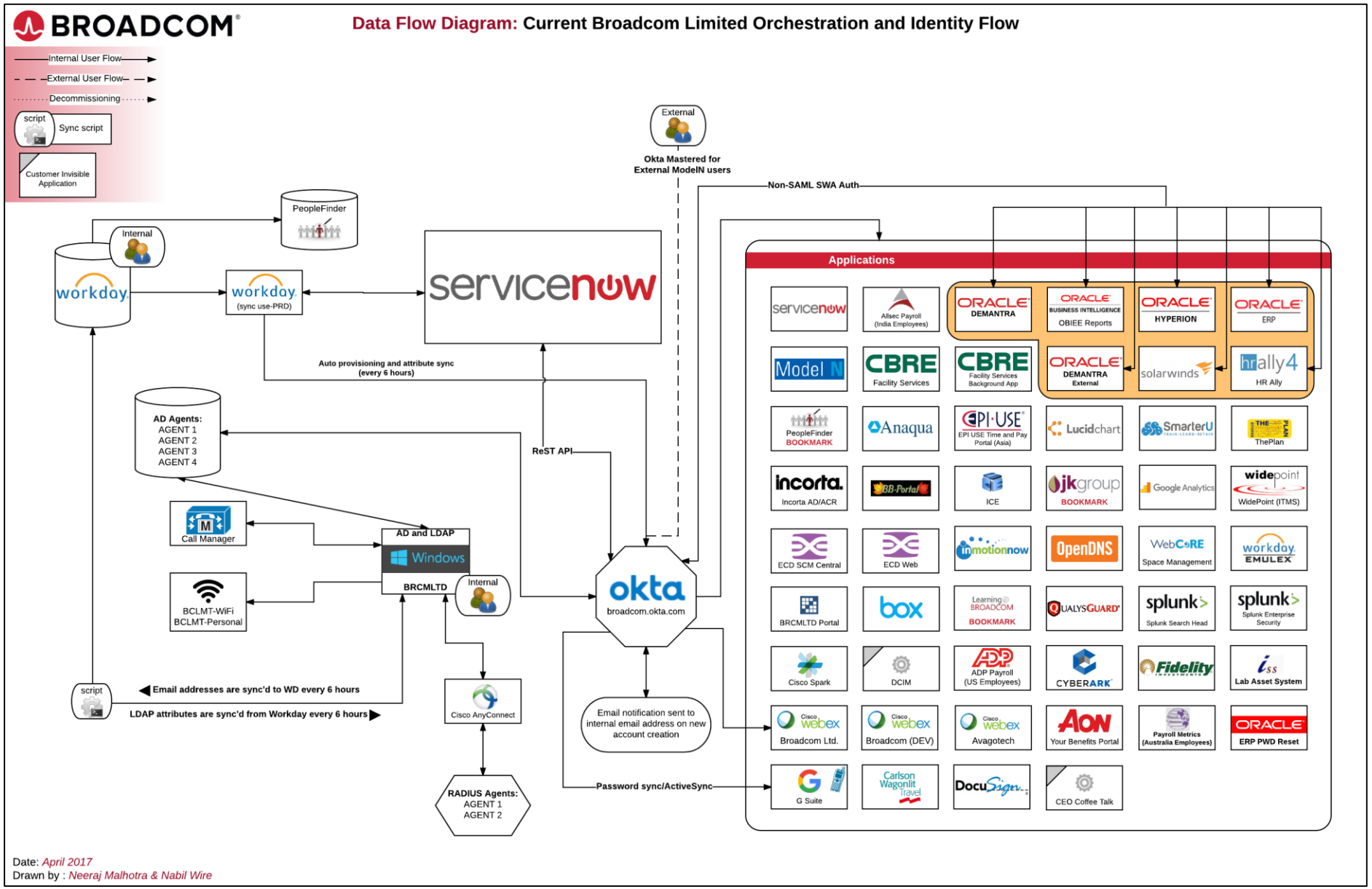
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Standard User Onboarding



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Next Steps for Orchestration/Automation

- Offboarding
  - Urgent Terminations
  - Exception Handling for Divestitures
  - New Hire Record Rescinds
- Onboarding:
  - New Hire Start Date Changes
  - Handling Conversion Cases (Employee ←→ Contingent Worker)
  - Email Write back (Okta→ WD)

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Integrate Identity and Service Management



Automate Onboarding / Offboarding

Manage Identity via Self-Service

Enrich Security Incident Response

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Top Takeaways

1

’Onboarding’ isn’t just about new-hires in the modern growth company

2

Identity is about more than just single sign-on, and can help you automate

3

Service Management can drive Identity Services, with great automation benefits

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Q & A

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Thank You

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Thank You

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