Δ **BROADCOM**®

BizOps from Broadcom

Key Benefits

- **Transparency.** Gain a new level of context that spans the silos of the past, enabling unparalleled levels of cross-team visibility and collaboration.

- **Traction.** Align technology efforts and investments around strategic business outcomes—so you can deliver better results, faster.

- **Trust.** Establish a track record of success in supporting strategic initiatives, fueling new levels of trust between the business and IT.

Harvard Business Review

BizOps Customer Value

According to a Broadcom-sponsored report by Harvard Business Review Analytic Services, customers agree that BizOps is valuable:

- **89%** said BizOps could significantly improve decision making at their organizations by improving collaboration between IT and business teams.

- **87%** agree that human workers using AI to support their business decisions ultimately leads to improved decision making.

Overview

As enterprise leaders look to pursue digital transformation initiatives, they're finding that silos between teams, tools, and data are impeding progress and diminishing results. To drive these initiatives and win in their markets, organizations will need to embrace BizOps, new framework to data-driven decision making that connects business operations and technology functions together to drive business outcomes. With BizOps from Broadcom, teams can break down silos and combine business, development, and operations data to generate actionable insights.

Business Challenges

In today's world, digital transformation is now business-as-usual. Worldwide, 79% of organizations are engaged in digital transformation, and about half (45%) of transformations represent a response to an imminent market threat.[1] Not surprisingly, given the widespread, strategic nature of this focus, spending is also significant. IDC estimates that by 2023, spending on digital transformation is forecast to reach $2.3 trillion, and account for 53 percent of total IT spending.[2]

However, as enterprise leaders pursue their digital transformation initiatives, many are actually missing the mark. In fact, around 70% of transformations fail.[3] This can be attributed to the fact that silos still exist between teams, tools, and data, creating misalignment between technology and business functions.

To optimize digital transformation initiatives and meet their agility imperatives, technology and business leaders are adopting an emerging methodology called BizOps. Like DevOps, BizOps is not a product or technology. Rather, it is a new approach to data-driven decision making that connects your business operations and technology functions together to drive business outcomes.

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1 Khalid Kark, CIO.com, "7 digital transformation myths," January 29, 2020
2 IDC, "Worldwide Spending on Digital Transformation Will Reach $2.3 Trillion in 2023, More Than Half of All ICT Spending, According to a New IDC Spending Guide," October 28, 2019
3 McKinsey, Culture: 4 keys to why it matters https://www.mckinsey.com/business-functions/organization/our-insights/the-organization-blog/culture-4-keys-to-why-it-matters
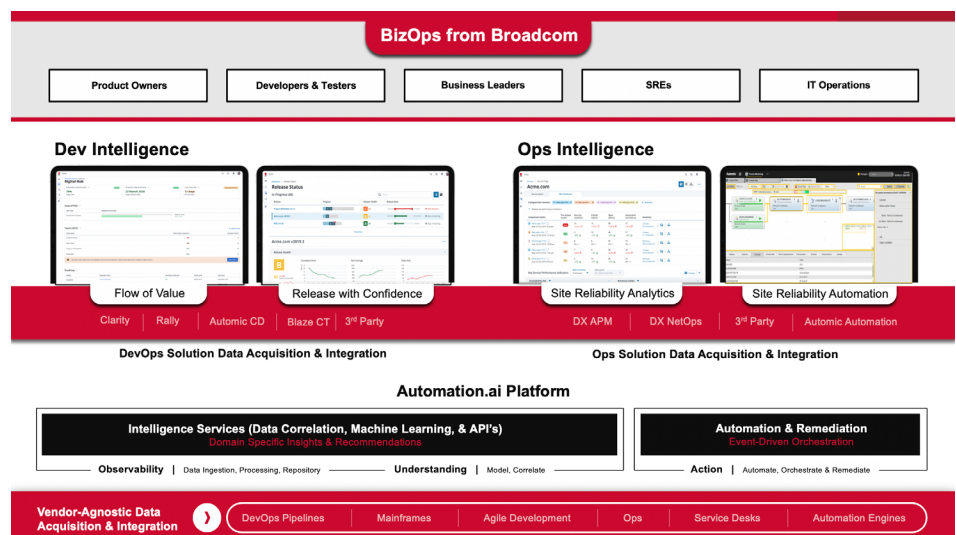
Solutions Overview

BizOps from Broadcom combines business, development, and operations data to generate actionable insights, helping our customers effectively pursue their BizOps initiatives and drive digital transformation. This solution works across the digital business lifecycle, creating a continuous feedback loop that enables enterprises to transform customer experience, increase employee productivity, improve operational efficiency, and speed innovation. BizOps from Broadcom is powered by Automation.ai, the industry's first AI-driven software intelligence platform designed to help organization optimize flow of value, release code with confidence, and improve site reliability.

Automation.ai harnesses the power of advanced AI, machine learning, internet-scale, and open-source frameworks to transform massive volumes of enterprise data into actionable insights. Automation.ai offers this unparalleled combination of features:

- **AI-driven services** – The platform provides a predefined, prepackaged set of automated, AI-driven services for analysis, correlation, recommendation, and remediation.
- **Openness** – The platform ingests data from across the software development lifecycle, and from a comprehensive range of systems, including Broadcom products, third-party tools, and open-source platforms. The platform offers an advanced data ontology that enables contextual, yet unified aggregation of diverse sets of IT and business data.
- **Continuous learning** – Automation.ai continuously validates and improves decision making methodologies based on real-world outcomes.
- **Extensibility** – The platform can be run entirely independently or incorporated into a customer's existing AI and machine-learning frameworks.
- **Multi-cloud support** – Automation.ai employs Kubernetes-based orchestration capabilities that are fully containerized, enabling efficient implementation across multiple ecosystems, including public and private cloud environments.

AMC Theater Transforms IT from a Cost Center to Delivering BizOps Value

AMC Theaters changed the perception of IT from a black hole of a cost center in which every request is a seven-figure project to delivering true business value with BizOps from Broadcom powered by Automation.ai. AMC is capturing point-of-sales terminal data from across more than 300 locations and immediately feeding it into dashboards that provide executives with a real-time snapshot of the business. Longer term, they're pursuing a range of strategic efforts, including regulating theatre heating and cooling based on real-time attendance data, using real-time data to optimize inventory management, managing replacement of seats based on actual use counts, and automating processes to streamline end-of-cycle financial closing efforts all to better align IT outputs with business outcomes.

BizOps Overview

Critical Capabilities

BizOps from Broadcom delivers new, cross-correlated insights that enable senior business leaders and C-level executives to improve operations, service levels, software, and business outcomes.

Broadcom offers AIOps, DevOps and ValueOps solutions that deliver a BizOps framework providing continuous feedback loops that align IT outputs to business outcomes. BizOps from Broadcom includes:

- **AIOps from Broadcom** includes new site reliability analytics and automation capabilities that provides insights into release deployment events and associated build metrics within the context of overall health and KPIs of business services, ensuring that delivering value to customers faster does not come at the expense of production operational stability. By enhancing AIOps monitoring and correlation with intelligent recommendations and auto-remediation capabilities, Broadcom helps companies create more resilient production environments, streamlining their site reliability engineering initiatives.

- **DevOps from Broadcom** offers new capabilities that empower agile teams to track development progress and deploy releases confidently with assurance of feature completeness, high quality, and reduced risk. Key stakeholders have a single view of key insights into release progress, health, quality, and defect trends; metrics that drive focus, gauge readiness, and help to ensure successful, quality releases.

- **ValueOps from Broadcom** delivers new capabilities that enable companies to optimize flow of value by aligning planned investments to scheduled development work and track deliverables from planning through execution, enabling improved development cycle times, reduced bottlenecks, and faster time to value. New insights powered by Automation.ai enable stakeholders to understand how project timelines and budget are trending based on engineering work in-progress.

Benefits

By successfully employing BizOps from Broadcom, your organization can achieve vital business outcomes, such as boosting business growth, enhancing the customer experience, and increasing profitability. BizOps from Broadcom does this by providing teams with the following benefits:

- **Establishes an AI-driven Decision Making Approach.** With BizOps from Broadcom, you can establish a decision-making model that combines the power of AI and human judgement. By leveraging both AI and human intelligence, your teams can make better decisions than using either one alone.

- **Connects IT Outputs to Business Outcomes.** Uptime, database availability, release cycles, defect rates—these are all things that IT teams measure and view as important. The problem is that these technology outputs don't connect to business outcomes like conversion rates, sales per hour or revenue per customer. By leveraging BizOps from Broadcom, teams can eliminate these gaps.

- **Gives Your Teams Purpose.** As you link IT outputs to business outcomes, you benefit by giving your IT teams more purpose. This sense of purpose drives engagement and engaged employees make better decisions and ultimately produce better business outcomes. With BizOps from Broadcom, you can institute a cultural change that can boost business outcomes.

For more information, please visit: broadcom.com/bizops