Keeping Broadcom’s data center migration on track

Client profile
Broadcom Inc. is a global technology leader that designs, develops and supplies a broad range of semiconductor and infrastructure software solutions.

Their category-leading product portfolio serves critical markets including data center, networking, software, broadband, wireless, storage and industrial. Our solutions include data center networking and storage, enterprise and mainframe software focused on automation, monitoring and security, smartphone components, telecoms and factory automation.

Summary
As part of Broadcom’s acquisition of the enterprise business of Symantec, they needed to migrate key data center infrastructure to their own facilities. Two of these are hosted in NTT Ltd.’s Global Data Centers in Singapore and Japan.

Working together we ensured that the migration ran according to schedule and was completed before the deadline.

Leveraging our long-standing relationship made this possible even when COVID-19 made international travel impossible with our team members stepping in to help wherever required.

Vision
Keeping Broadcom’s Symantec acquisition on track
Following the acquisition of Symantec’s enterprise business in 2019, Broadcom needed to migrate the systems supporting the business over to their data centers.

This required that Broadcom examine their existing data center infrastructure and ensure that there was sufficient capacity at each of their existing locations to accommodate the both the increase needed to accommodate the immediate need, but also the anticipated future growth.

This process was complicated by strict timelines agreed to as part of the acquisition, giving Broadcom only three months to complete the migration.

As an existing customer of NTT Ltd.’s Global Data Center division, they looked to us to assist them with capacity in our Singapore, Japan facilities.

Symantec relies heavily on their data centers to deliver their Software-as-a-Service offerings and as a result the data centers housing their infrastructure need to guarantee the highest level of availability.

‘Part of the reason we chose NTT Ltd. originally was the quality of their facilities and the service we received, when we needed to expand our capacity as a result of the Symantec acquisition it was logical to extend this relationship,’ explains Andy Nallappan, Broadcom Chief Information Office.

Andy Nallappan, Vice President, Chief Information Officer, Global Technology and Solutions, Broadcom
Transformation

Working together to meet tight deadlines

Broadcom have a long history of acquiring companies and as such have developed a set of best practices around the integration process. With the short timeframes dictated by the transition service agreement it was essential that we ensured that our data centers were ready to accommodate them.

‘From when we confirmed the timelines, we had about 90 days to complete the move,’ says Nallappan. ‘Being able to pull this off required a close coordination between the Broadcom and NTT Ltd. teams and this is where our long-standing relationship pays dividends.’

While each of the data center locations had to meet their own timetables, our teams ensured that the facilities were ready to receive according to the schedule. This was coordinated across the various locations to ensure that all parties understood both their roles and the key metrics that had to be met.

Working with a global provider gives Broadcom single point of contact, eliminating many of the challenges posed by operating data center infrastructure in multiple locations.

A key challenge was that this migration needed to happen during the early stages of the COVID-19 pandemic. With international travel restricted, Broadcom needed to rely on our team to act as their proxy in key locations.

The understanding that timing was critical meant that the NTT Ltd. and Broadcom teams worked closely together to ensure that all deadlines were met.

Results

Building on a common understanding

With time of the essence, Broadcom were able to rely on their partnership with Global Data Centers to ensure that they were able to meet tight deadlines - even with the disruptions caused by COVID-19. Our long-standing relationship continues to deliver key benefits to them, beyond the Symantec integration.

Operational efficiency

When Broadcom acquires a company, they focus on improving the efficiency of the organization and its profitability. Critical to this is the smooth operation of key technology infrastructure. Working with a global data center operator allows them to focus on delivering against their key objective, leveraging our data center expertise to ensure the availability of their infrastructure.

Speed of implementation

A critical issue for Broadcom is the ability to move quickly in deploying new infrastructure. Having a partner who understand this requirement means that they’re able to make decisions secure in the knowledge that we’ll be able to support their requirements.

Global relationship

For Broadcom it’s essential that they can rely on their partners to support their global ambitions. Working with NTT Ltd. they have access to a single contract and uniform processed makes it easier to scale their operations.