If your people can’t stay home, can they stay safe?

Helping Broadcom’s onsite employees work safely during the pandemic
The Situation

When COVID-19 hit, Broadcom needed answers: Where were potential COVID-19 exposures occurring? How could they anonymously alert employees who'd been in close contact with a reported case? Which office sites required a deep clean?

Broadcom, a global leader in infrastructure technology, requires many of their employees to work onsite in design spaces, labs, clean rooms, and production facilities. This suggested a broader question: how to keep operations going while helping keep their employees as safe as possible?

With data privacy as a primary concern, Broadcom’s management team recognized they needed to build trust with their employees and contractors across select regions, requiring a customizable solution in compliance with local COVID-19 regulations.
Together with Broadcom, Deloitte developed connect@BRCM, a cloud-native solution fully integrated with the company’s back-end systems that enabled a daily symptom survey for users.

With data privacy central, the development team worked with Broadcom’s End User Experience lead, global privacy officer, and Human Resources to establish policies and processes for minimizing, protecting, aggregating, and reporting the data collected daily from onsite workers through the mobile app.

The hardware mattered, too. Since it was critical for the solution to work everywhere for all employees, Broadcom not only wanted to ensure employees could use their corporate mobile devices to access the app, but also provided onsite consultants with phones as needed, and rolled out a wearable device that paired with the mobile app to create a unique contact-tracing ecosystem. Together, these two solutions were important enablers to getting employees back to work.
Deloitte helped Broadcom keep their onsite workforce safe and maintained the trust of Broadcom employees and contractors.

And by running connect@BRCM on its Amazon Web Services cloud platform, Broadcom now has a trusted risk management ecosystem to help support a safe workplace now and into the future.

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**More than 1.5M automated check-ins**

The easy-to-use ecosystem, built with a mobile app, vaccination tracker, wearable devices, and haptic alerts, led to more than 1.5M automated check-ins and ~1.55M surveys, helping Broadcom take a proactive, employee-focused approach to COVID-19-related risks while keeping operations running and limiting the processing of employees’ personal information. It also helped avoid unnecessary and costly cleaning protocols and minimized the need for manual tracing.

**Ten countries. 80+ offices.**

Deployed all over the world, connect@BRCM has been used in more than 80 office sites, enabling thousands of employees to return to work safely.
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