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Not everyone can work remotely during the COVID-19 crisis. So how can you manage new risks and safeguard health for an on-site workforce?

Information technology and communications tools have been lifesavers for organizations as they have responded to the pandemic—allowing their employees to do their jobs and collaborate seamlessly. But for companies that develop and supply essential infrastructure technologies, the realities of work are often physical. Design spaces, labs, clean rooms, production facilities—they all require people to be on-site, sometimes in close proximity to one another. For Broadcom Inc., a global leader in infrastructure technology, completely hitting the pause button for on-site work was obviously not an option. The company knew it needed to do more than the standard response to COVID-19, such as social distancing, protective gear, and hygiene practices.

Across the C-suite—from the office of the CEO to the CIO, CISO, and the CHRO—a new imperative emerged to protect Broadcom's employees and contractors across select regions. To do that, the company needed to understand clearly what it was dealing with at all times—so it could act decisively when needed while being in compliance with local regulations and respectful of employee privacy. While seeking a path forward, company leaders determined that insights, flexibility, and purposeful functionality would all be key ingredients in whatever solution they chose. They wanted a rapidly deployable solution that would help alert them to potential instances of COVID-19, understand where action was needed, and integrate seamlessly with their existing systems. The search led them to a customizable, Deloitte cloud native mobile solution called MyPath™ to Work. ⊙→

Deloitte Cloud Services

What happened next

Deloitte enhanced and customized the MyPath™ to Work cloud native solution for Broadcom based on the organization's specific objectives and unique circumstances and integrated it with back-end systems to create a true end-to-end solution called connect@BRCM.

Data privacy was a primary concern, given the varying regulations across the countries where Broadcom operates. The Global Privacy Officer was involved from the start to help customize requirements based on Broadcom's use cases. Broadcom and Deloitte worked together to establish policies and processes for minimizing, protecting, aggregating, and reporting the data it collects daily from on-site workers as they interact via the app. The approach has enabled the company to determine existing COVID-19 cases—or symptoms that could indicate the illness—while masking or limiting the processing of employee personal information and still providing employee transparency.

Broadcom also worked to integrate the solution, running on native Amazon Web Services (AWS) cloud technology, with internal systems and building management. The tight integration has allowed the company to identify where potential COVID-19 exposure may have occurred, to alert individuals in close proximity to a reported case (anonymously), and identify specific areas that may require deep cleaning—helping avoid unnecessary cleaning of an entire site.

To make sure connect@BRCM covers locations and personnel as thoroughly as possible, Broadcom also focused on device availability—ensuring employees could use their corporate mobile devices and providing on-site consultants with phones as needed, as well as rolling out a special lanyard-worn device that makes it easier to cover visitors and employees working in phone-free locations like clean rooms.

The wins

☑ Rapid notification, timely reporting, and tracing of potential COVID-19 cases enables a proactive and focused approach to risk

☑ Reduced need and efforts for manually tracking and tracing incidents frees up time and resources

☑ Flexibility to use the solution when traveling between locations provides seamless functionality

☑ AWS cloud native and multi-channel mobile platform for the future provides an ecosystem that goes beyond COVID-19 contact tracing, establishing a mobile platform and foundation for the future of employee health and engagement

☑ Intuitive user interface that requires minimal to no training for employees/contractors and increases overall adoption

Deloitte Cloud

By the numbers

<10 weeks

Deployed the initial phase of the solution in just over 3 weeks and scaled to additional geographies in ~ 8 weeks

10 countries roll-out

United States, Canada, Brazil, Australia, and Singapore are live — soft launch in India, Japan and South Korea with additional countries to follow

13,000+ users

Thousands of users worldwide across 80+ office sites are already using the app and returning to the workplace safely

5,000+ contractors

In additional to internal users, thousands of contractors were onboarded to the platform

350,000+ work passes and surveys

Majority of the users were cleared to return to work based on daily symptom surveys enabled through the app

250,000+ check-ins

Managed more than 250,000 automated check-ins

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