Repatriation and Scale: Securing over 16 Million Identities with the Symantec Identity Security Platform

Broadcom

CLIENT PROFILE

Broadcom is a global technology leader that recently completed the landmark acquisition of VMware, resulting in a rapidly expanding customer and employee ecosystem.

CHALLENGES

- The existing outsourced IAM SaaS solution could not scale to support millions of new customers and tens of thousands of entitlements, following the acquisition.

- There was an urgent need for rapid onboarding, efficient provisioning, flexible integration, and stringent regulation of new identity environments.

- A strategic imperative emerged to repatriate core identity services from a third-party SaaS provider to a wholly-owned managed platform.

Business Imperative

Following the landmark acquisition of VMware, Broadcom quickly recognized the need to reevaluate its current outsourced IAM implementation. The existing SaaS solution lacked the scalability and flexibility required to support the millions of new customers being integrated into the Broadcom® ecosystem.

The company set out to achieve rapid onboarding, efficient provisioning, and strict governance of its expanding identity environments—capabilities the incumbent SaaS solution could not deliver. This strategic realization led Broadcom to seek a robust, scalable, and fully owned identity security platform capable of supporting its modern global enterprise.

Symantec Identity Security Platform Delivered

Over an intensive 24-month transformation, Broadcom implemented the Symantec® Identity Security Platform as the singular, high-performance foundation for all authentication and access needs across both customer and workforce environments.

Securing the Customer Ecosystem

Broadcom deployed a modern, cloud-native implementation of the global Identity platform that now supports more than 16 million users. Designed for massive scalability across identity and application ecosystems, the solution includes the following:

- **External Identity Federation:** Over 9000 federated Identity Provider partnerships enable seamless external authentication journeys.

- **Application Access:** Local account creation and fine-grained access control secure over 600 customer-facing applications.

Repatriating the Workforce Environment

Broadcom is actively extending the platform's reach to its internal workforce, ensuring a consistent security posture across all user groups.

- **Resiliency and High Availability:** By leveraging VMware Cloud Foundation®, the platform is deployed across three regional data centers, ensuring unmatched resiliency and availability for over 42,000 employees and contractors at Broadcom.

- **Seamless Provisioning:** Broadcom centralizes employee identity management, originating from Workday, their HR system. This process automatically synchronizes and provisions these identities into the Symantec Identity Security Platform. This platform ensures unified authentication, authorization, and access management across roughly 4200 internal applications. Furthermore, user identities are provisioned out to approximately 70 additional applications that require their own local identity management.

Value and Modernization

Broadcom achieved a full transition from a third-party IAM SaaS provider to a wholly-owned and managed identity architecture. This was accomplished through comprehensive modernization, utilizing a state-of-the-art commercial IAM technology solution developed for the broader market by Broadcom's own IAM division.

This strategic repatriation strengthens security, enhances operational efficiency, and provides Broadcom with greater control and a future-proof foundation to support ongoing digital transformation and post-acquisition growth.