

# Digital BizOps

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#bizops

WHITE PAPER



A Broadcom Point of View

# Digital BizOps from Broadcom

## Powered by Automation.ai

Accelerating Enterprise-wide Decision Making and Execution

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## Executive Summary

As enterprise leaders look to pursue their technology and business objectives, they are increasingly pursuing BizOps. BizOps is a methodology for ensuring technology investments are optimally aligned with the delivery of business outcomes. Now, Broadcom offers an integral solution for organizations pursuing BizOps. Digital BizOps from Broadcom powered by Automation.ai combines business, development, and operations data to generate actionable insights that help customers continuously improve the business outcomes of digital initiatives. This paper provides readers with an introduction to the emerging BizOps imperative facing our customers, and it details how our Digital BizOps solution helps customers address this imperative.

## Digital Business Transformation and the Decision Making Dilemma

In our customers' organizations, IT operations teams have traditionally operated within a "fail never" culture. On the other hand, development teams have increasingly embraced a "fail fast" mantra to achieve continuous improvement. By embracing DevOps approaches, teams have attempted to bridge this divide. Moving forward, the objective has to be this: "Be disruptive, but don't fail."

While DevOps can help in this effort, it's not the ultimate answer. While DevOps and even AIOps represent steps towards continual improvement, they don't fully connect technology investments to business outcomes. As a result, barriers have remained between business and IT, which stifles decision making and operational agility.

To meet their agility imperatives, technology and business leaders are adopting an emerging methodology called BizOps. Like DevOps, BizOps is not a product or technology but an approach. IDC analysts define BizOps as follows: "BizOps, a data-driven decision-support mechanism that connects business and technology functions together to drive business outcomes."<sup>1</sup> Through BizOps, teams can ensure that digital infrastructures and software provide the operational characteristics—including speed, scale, efficiency, and agility—that business services require.

**"IT responsiveness needs to also be matched by the business equivalent of DevOps: BizOps." — Gartner<sup>2</sup>**

**"BizOps, a data-driven decision-support mechanism that connects business and technology functions together to drive business outcomes." — IDC<sup>1</sup>**

Teams that employ BizOps practices need to create a data-driven decision-support mechanism that connects business and technology functions together to effectively achieve desired business outcomes. This isn't easy: Enterprise leaders that look to pursue BizOps objectives are stymied by organizational silos that separate people, processes, and technologies. The result is that the data required is also locked in silos—stifling collaboration, insights, and innovation.

To overcome these obstacles, teams need new artificial intelligence (AI) and machine learning technologies that augment and even automate decision making within a BizOps framework. Through this approach, enterprises can establish the continuous insights and collective intelligence that optimize decision making. In these emerging BizOps environments, decision making sees fundamental transformation, growing increasingly event-driven and automated.

## Introducing Digital BizOps from Broadcom, Powered by Automation.ai

Digital BizOps from Broadcom combines business, development, and operations data to generate actionable insights, helping our customers effectively pursue their BizOps initiatives. With the solution, teams can establish continuous improvement in the business outcomes of digital initiatives.

Digital BizOps 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.

Digital BizOps is powered by Automation.ai, the industry's first AI-driven software intelligence platform. Automation.ai harnesses the power of advanced AI, machine learning, and Internet-scale, 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 solution 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.

"To support this new style of decision-making, organizations need to store, analyze, and report on data in a fundamentally different way."

—Andreessen Horowitz<sup>3</sup>

## Digital BizOps Capabilities

Digital BizOps features a complete suite of solutions that enable senior business leaders and C-level executives to improve operations, service levels, software, and business outcomes. Digital BizOps includes these solutions:

- **AIOps.** This solution delivers AI and machine learning, automation, and comprehensive ecosystem observability. This solution represents the foundation of our vision for Digital BizOps. With this solution, operations teams can optimize service levels, operations, and business outcomes. By delivering actionable, enterprise-wide insights, AIOps from Broadcom enables the BizOps collaboration that powers digital business transformation.
- **DevOps.** DevOps, Agile, and continuous delivery promise to speed development velocity. However, for too many organizations, the reality is that testing practices remain stuck in the past. With this AI-driven DevOps solution, development and testing teams can establish testing at every phase of the software development lifecycle, so they can reduce defects, speed delivery, and improve quality.
- **ValueOps.** Our AI-driven ValueOps solution helps define business objectives, outcomes, and development plans, offering early visibility into whether the organization is achieving its desired KPIs and outcomes. In real time, this solution aggregates and connects intelligence from across the organization—including on investments, people, teams, tasks, and processes—to ensure that you are delivering the most value to your business.
- **Automation Center of Excellence (COE).** Powered by AI-driven automation and machine learning, our Automation COE solution helps to scale and accelerate digital business transformation. By instilling intelligence into business processes and tightening the alignment between people and tools, the solution enables teams to tame complex environments, eliminate technology and functional silos, and bring an unprecedented level of consistency to the execution of digital initiatives.

## Conclusion

Today, agility is an imperative for digital business success. Agility is what enables businesses to proactively navigate shifting market dynamics, rather than waiting to respond. With the Digital BizOps solution powered by Automation.ai, our customers can harness the holistic information and capabilities that are needed to innovate rapidly, optimize business operations, and continuously align work to strategy. As a result, customers can accelerate digital business decision making and execution.

To learn more about how Broadcom is connecting everything, visit us at [automation.ai](https://automation.ai).

### About Broadcom

Broadcom Inc. (NASDAQ: AVGO) is a global technology leader that designs, develops and supplies a broad range of semiconductor and infrastructure software solutions. Broadcom's category-leading product portfolio serves critical markets including data center, networking, enterprise 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. For more information, go to [www.broadcom.com](http://www.broadcom.com).

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- <sup>1</sup> Marc Strohlein, Joseph C. Pucciarelli, Mike Rosen, IDC, "BizOps: The CIO's Guide to Multiplied Business Transformation," February 2019  
<sup>2</sup> Paul Vincent and Aashish Gupta, Gartner, "Embrace Event-Driven Architecture with Responsive Decisions for Digital Business Solutions," May 24, 2017  
<sup>3</sup> Jad Naous and Frank Chen, Andreessen Horowitz, "Re-tooling How Organizations Make Decisions"

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