

Cisco Remote Expert Smart Solution for Government Services: Better Quality Services to More Citizens at Lower Cost



Introduction

Governments all over the world face increasing budget constraints. At the same time, citizens expect the quality of services—including advice and support on taxation, legal matters, social security, disability payments, and pensions—to be maintained or improved. While some citizens feel comfortable using contact centers and web portals, a significant proportion still prefers face-to-face interaction with public service experts. This is especially true for those who did not grow up with the Internet or simply have no easy access to broadband.

Strategic Value

Cisco® Remote Expert Smart Solution for Government Services helps project the best of modern government by moving the point of service closer to the citizen while making more services accessible for longer hours. It does this by integrating a portfolio of collaboration and networking technologies within a single solution that supports a compelling customer experience, while at the same reducing costs and improving operational efficiencies.

Solution Overview

Cisco Remote Expert for Government Services combines an interactive video experience with remote expert management software capabilities. The solution supports real-time collaboration services between government agents and citizens for extensive live interactions in multiple locations and languages.

By introducing easy-to-use Cisco video, voice, and digital media system products it allows citizens based in rural areas to access a comprehensive set of centrally-located experts and services.

The solution introduces the concept of a Remote Services Center, which could be located in the main city office, in a commercial complex (e.g., shopping mall), in a public space such as a library, or in a local building (e.g., bank or post office). Within the Remote Services Center is a self-contained POD, which provides a confidential and fully interactive video experience, just as if the citizen and the public service expert were sitting together at a desk in a private office.

Designed to provide a simple but highly effective workflow, the solution typically operates as follows:

1. The citizen locates their nearest Remote Services Center
2. A typical setup would also include a queuing system upon arrival. The citizen collects a queuing token, takes a seat, and checks the display on the digital signage system until it is their turn
3. The citizen takes a seat and selects one of the icons on the touchscreen
4. The solution connects the citizen and the government expert in real time
5. Collaboration is enhanced by the ability to share documents, receive print outs, expert screen sharing, and document capturing features inside the POD.

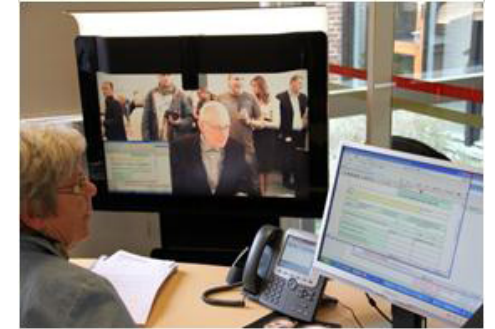
The view from the perspective of the citizen and the government agent, along with key functional elements, is shown in Figure 1.

Figure 1. Cisco Remote Expert for Government Services: Citizen and Expert Experience



Citizen's view inside POD

- Screened for complete privacy
- Cisco TelePresence video conferencing
- HD camera for document sharing and screen shots
- Touchscreen display for interactive session
- Printer for collecting documents from expert



Expert's view from desktop

- Cisco TelePresence video conferencing
- Desktop sharing application
- Remote document viewer and screen shot capability
- Remote printing capability

Use Cases

The Cisco Remote Expert for Government Services solution supports a wide range of use cases, for example:

- Driver's license applications and renewals
- Land registry and planning inquiries
- Citizens' advice
- Pension inquiries

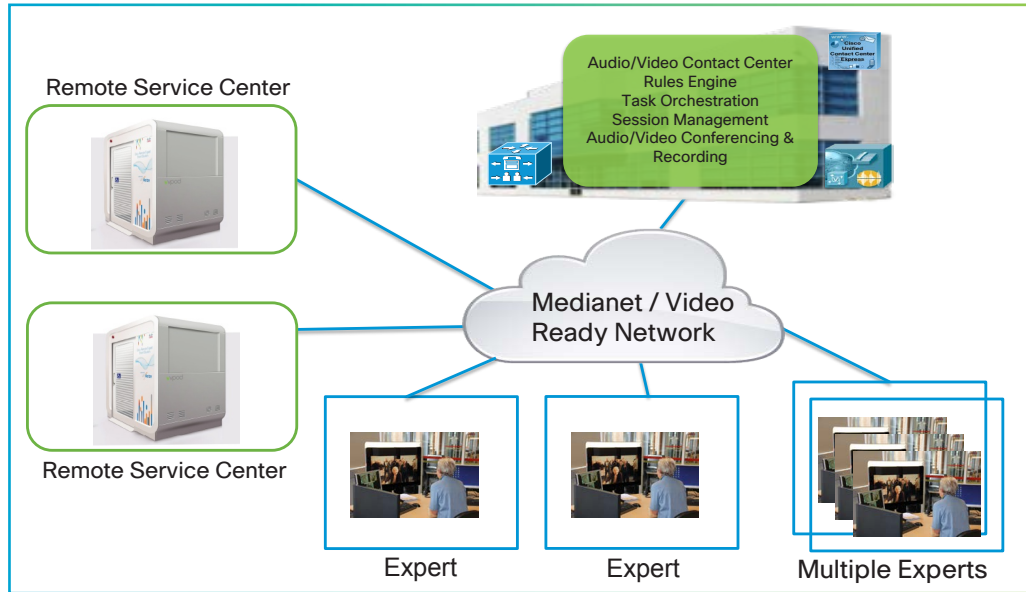
- Tax queries
- Legal procedures, such as issue of e-warrants for property searches

Functional Architecture

The functional architecture of the Cisco Remote Expert for Government Services solution is shown in Figure 2.



Figure 2. Cisco Remote Expert for Government Services: Solution Architecture



Technical Components

The Cisco Remote Expert for Government Services solution comprises the following functional building blocks.

Pre-integrated POD

- Cisco TelePresence unit
- Cisco Remote Expert Manager
- Cisco Interactive Experience Client
- Printer
- HD document camera
- Touchscreen display
- Complete with power, lighting, network services and air conditioning (optional)

Government Agent Desktop

- Cisco TelePresence desktop solution, forming a set of integrated applications to provide the best collaboration between agent and citizen
- Cisco Agent Desktop software to manage collaboration session
- Document camera software

Connectivity

- Cisco Enterprise Network with Medianet capabilities for enhanced video experience

Data Center/Virtualization

- Cisco UCS Series virtualized Data Center running all Remote Expert for Government Services applications

Government Benefits

- More effective government model
- Improved quality and service levels
- Digital era collaboration
- Increased reach to remote locations
- Operating expense savings and real estate optimization
- Greener work practices

Citizen Benefits

- Quick, easy access to services and experts
- More interactive and satisfying customer experience
- Greater choice and flexibility
- Improved quality of life

Cisco Services

Cisco offers a wide range of services to accelerate customer success. These innovative programs can help customers plan, build and manage Remote Expert for Government Services deployments by using a unique combination of people, processes, tools, and partners, resulting in high levels of customer satisfaction. For more information about Cisco Services please visit:

www.cisco.com/web/services/portfolio/index.html

Why Cisco?

Cisco helps government organizations deliver better quality services to more citizens at lower cost. The end-to-end systems architecture supporting the Cisco Remote Expert for Government Services Solution reduces risk and simplifies deployment through a validated architecture, together with services, support, and technologies from ecosystem partners.

More Information

For further information contact your local Cisco account representative or authorized Cisco partner, or visit: www.cisco.com/go/smartconnectedcommunities