Cisco Collaboration for Public Sector

A Strategic Approach to Collaboration

The resources of public sector organizations are being stretched thin. As budgets contract, every facet of the organization is called upon to "do more with less." As a result, government and educational institutions want to invest in technology that will help them maximize resources and reduce expenses. Cisco® collaboration solutions are an ideal way to help these organizations "invest to save" *(see Figure 1)*.

The Cisco architectural approach to collaboration allows public sector customers to work within their current deployments and maximize their capabilities while at the same time integrating voice, video, and mobility into the existing framework. By using the network as the platform and taking a holistic view of collaboration—from voice over IP (VoIP) to unified communications, web conferencing, video communications, and telepresence —and then maximizing these deployments, Cisco can help public sector organizations achieve their strategic communications objectives, both in the short and long term.

New Models Make the Difference

New models of service delivery are making it even easier to achieve the benefits of collaboration. Cisco Hosted Collaboration Solution (HCS) offers a cloud-based solution, which allows public sector organizations to take advantage of collaboration applications without the capital investment in infrastructure. By moving from a capital expenses (CapEx) to an operating expenses (OpEx) model, you can manage costs more easily. Cisco's network of HCS partners can design a solution that evolves as requirements change.

Figure 1: The Cisco Collaboration Portfolio

Unified Communications

Customer Collaboration

Collaboration Applications

CLOUD

ON PREMISES

Telepresence

A sound collaboration strategy can help make your workforce mobile, foster distance learning, reduce travel, connect geographically dispersed organizations, and make meetings more efficient. By promoting efficiency while lowering expenses, collaboration is helping organizations not only create a better work environment, but also meet the challenges of fewer resources and increased demands.

The Challenges

• **Provide better performance and lower costs:** How can you connect a geographically dispersed workforce or student body while reducing travel? How do you promote efficiency throughout the organization while providing the same, if not better, results?

• **Modernize IT:** To support new models of working and teaching and to ensure that communications and content are secure, you need to take advantage of advances in technology. Likewise, to attract the best and brightest people, you may need to modernize your systems.

• **Increase engagement:** How do you empower the people both within and outside the organization or campus to collaborate more cohesively when they can't meet face-to-face?

Cisco Collaboration for Public Sector

- **Support mobility:** How do you support teleworking and distance learning initiatives and give mobile students and employees greater flexibility? How can you ensure the security of what happens outside the office?

The Benefits of Collaboration

- Enhances communication and collaboration with reducing operating expenses

- Helps integrate a dispersed organization into virtual teams

- Improves responsiveness between internal and external organizations

- Increases meeting efficiency by providing visual cues that help team members accurately gauge other people's level of agreement or understanding

- Enables managers to interact with teleworkers face-to-face, lessening resistance to telework

- In public safety, helps to increase situational awareness, as when first responders capture video at the scene, which police or firefighters can view from their vehicles to plan an effective response

- In the justice system, enables video arraignments, eliminating the expense and risk of transporting prisoners

- In healthcare, enables clinicians to share video, for example, of a patient's wound to bring remote specialists into the exam room

- In education, enables students to learn in virtual settings, while providing greater access to resources and information

Cisco Collaboration Solutions

Cisco provides complete, end-to-end solutions for connecting public sector organizations, no matter what combination of tools you use to collaborate—voice services, web conferencing, video and telepresence, or mobile collaboration applications. And because Cisco uses the network as the platform, managing collaboration is simplified. Our collaboration solutions include:

- **Voice and unified communications:** Provide reliable and advanced communications capabilities for your organization no matter where your teams are located. Manage voice, video, mobility, and presence services between IP endpoints, media-processing devices, voice-over-IP (VoIP) gateways, mobile devices, and multimedia applications.

- **Video and telepresence:** Video places people at the center of the collaboration experience. It empowers them to work together in new ways to transform business, accelerate innovation, and do more with less. Video and telepresence provide next-generation interaction, where everyone, everywhere can be face-to-face and more effective.

- **Mobile collaboration:** Collaboration involves many people in many different places. Now they can work continuously across multiple platforms and devices with instant messaging, screen sharing, web and video conferencing, and shared workspaces, either on premises or in the cloud.

- **Hosted collaboration:** Experience the flexibility and agility of cloud-based collaboration. Agencies or educational organizations like yours can more quickly deploy the latest applications to promote user and student productivity and satisfy mission goals and expectations with enterprise-grade security and manageability.

Why Cisco?

Cisco collaboration solutions enable a high-quality experience for voice, video, and mobility so that people can communicate in the most natural way possible. The Cisco architectural approach to collaboration helps organizations build for the present and the future with scalable solutions that drive efficiency while lowering costs. If your public sector organization is challenged to do more with less, Cisco solutions can help you invest to save, and to increase performance while lowering costs.

For More Information

To learn more about the Collaboration Evolution in Government, visit: www.cisco.com/go/govcollabevolution

To learn more about the Collaboration Evolution in Education, visit: www.cisco.com/go/educollabevolution