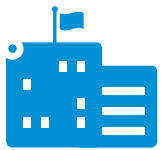# Transform the government experience with mobile services

Enhancing public sector expectations in a digital age

Alcatel·Lucent
Enterprise

Modern challenges in government services

Public sector organizations are looking at wireless technology to help transform their services to meet today's challenges:

Creating a mobility center to better connect citizens and governmental entities

The public expects wireless mobility that provides a high quality experience, but delivering that securely and reliably from multiple levels of government is highly complex. Citizens want the mobile services that make their life easier and safer, such as immediate access to public resources and emergency responders. Public employees want to be able to handle more calls, making communication as secure and efficient as possible, while reducing cost and risk. And all of this depends on the network.

### Improving the citizen experience

The rise of e-government solutions offers the potential to achieve better connections with citizens and deliver high quality, secure and responsive services and resources that can improve engagement and trust between governments and the public they serve.

Monitoring resources and the environment

Smart City technologies can leverage real-time data to improve how officials scale resources to meet demands, providing the agility to react quickly to fast-changing traffic patterns, variations in water or power usage, or changes to air quality.

Safety and security

Most importantly, the local government network is essential for safety and security, especially in the event of an incident that requires emergency communications. Incorporating Internet of Things (IoT) devices provides the intelligence to improve public safety by responding faster and more effectively to emergencies and natural disasters.
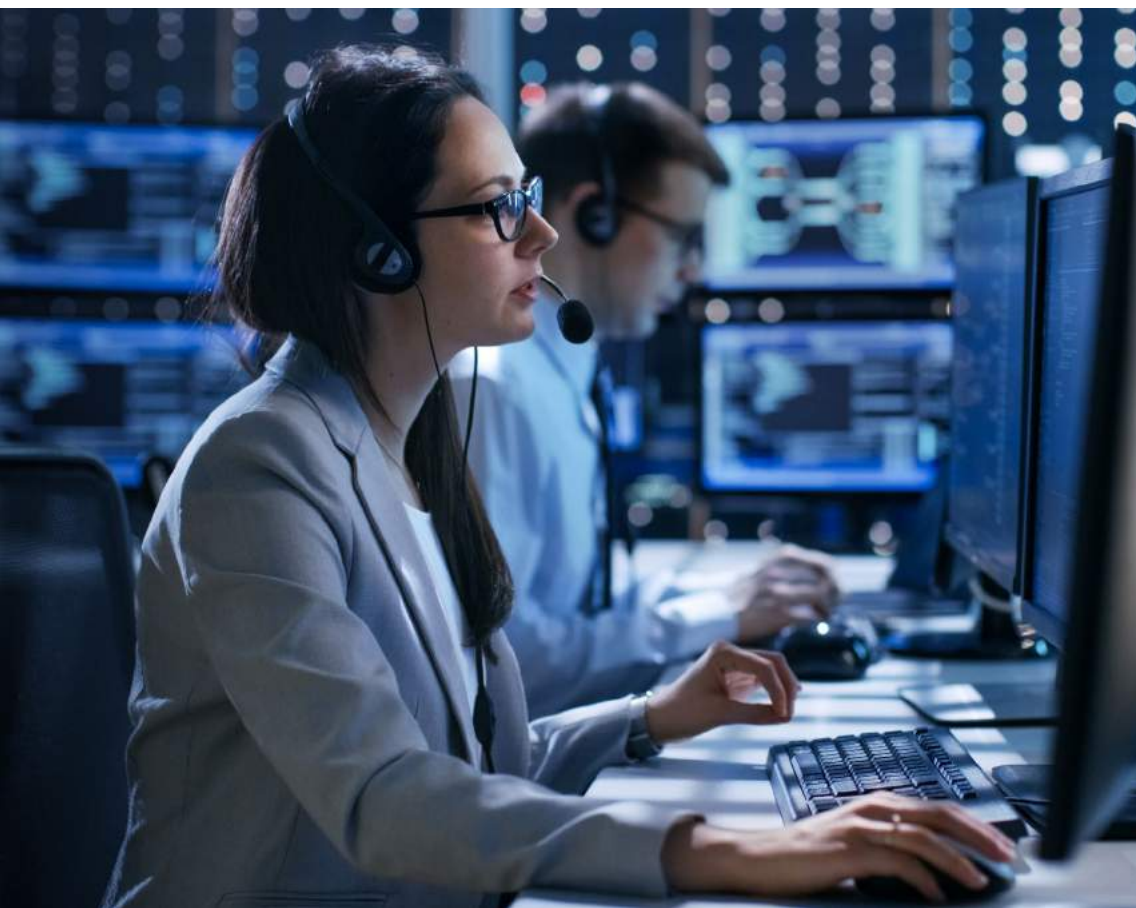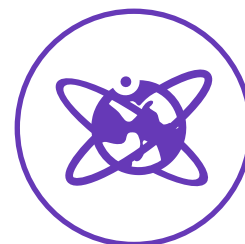
Government operations in a digital world

ALE's network architecture provides the digital foundation for public employee and citizen mobility as well as secure, innovative e-government solutions and public services. It uses only one network where traditionally, there would be several. Each service is part of the same network infrastructure, but they are kept separate by being in a virtual container. So confidential communications, security systems, Smart City solutions, and administration can all be kept logically separate. This use of virtual containers not only dramatically reduces costs but also simplifies management and increases security. In addition, the Alcatel-Lucent OmniAccess® Stellar WLAN solution works harder for you by uniquely combining IoT containment for Wi-Fi with unified access, distributed intelligent architecture, location services, smart analytics and intelligent fabric.

Putting Location Services on the Map

According to the 2018 DAS Location Intelligence Market Study, nearly 75 percent of respondents from federal, state and local governments identified location intelligence as critical or very important to their future services strategy.

--Dresner Advisory Services, LLC

Location services for more effective and efficient government

Wireless LAN can be used to develop customized location services that create a powerful new opportunity for governments to better communicate with and more effectively serve their citizens. Physical location and geographical information is an important element for development of public policy or delivery of government services, particularly in the areas of public health, transit, education, and emergency preparedness.

Wayfinding

Interactive wayfinding and digital signage helps public agencies to clearly and easily communicate information of all types (including information that is frequently changing), from traffic congestion to emergency evacuation routes, to self-service directions within large public buildings or campuses.

Push notifications

Cities and local governments can make use of push notifications, based on location and other factors, to alert citizens to weather emergencies or threats to public safety.

Dynamic geofencing

Geofencing technologies allow governments to set up a virtual perimeter that enables officials to see who is entering or leaving and the time spent at particular locations. These monitoring solutions have important applications in the realm of public safety, process optimization and operational efficiency.

Location data analytics

Analysis of location data can identify the need for new services and resources, influencing the location of new parks, transit routes, or public infrastructure. Similarly, analysis of the real-time data from IoT devices in Smart City scenarios can help identify traffic or infrastructure problems before they cause delays or accidents, and warn when maintenance is needed, helping improve system capacity and reduce operating costs.
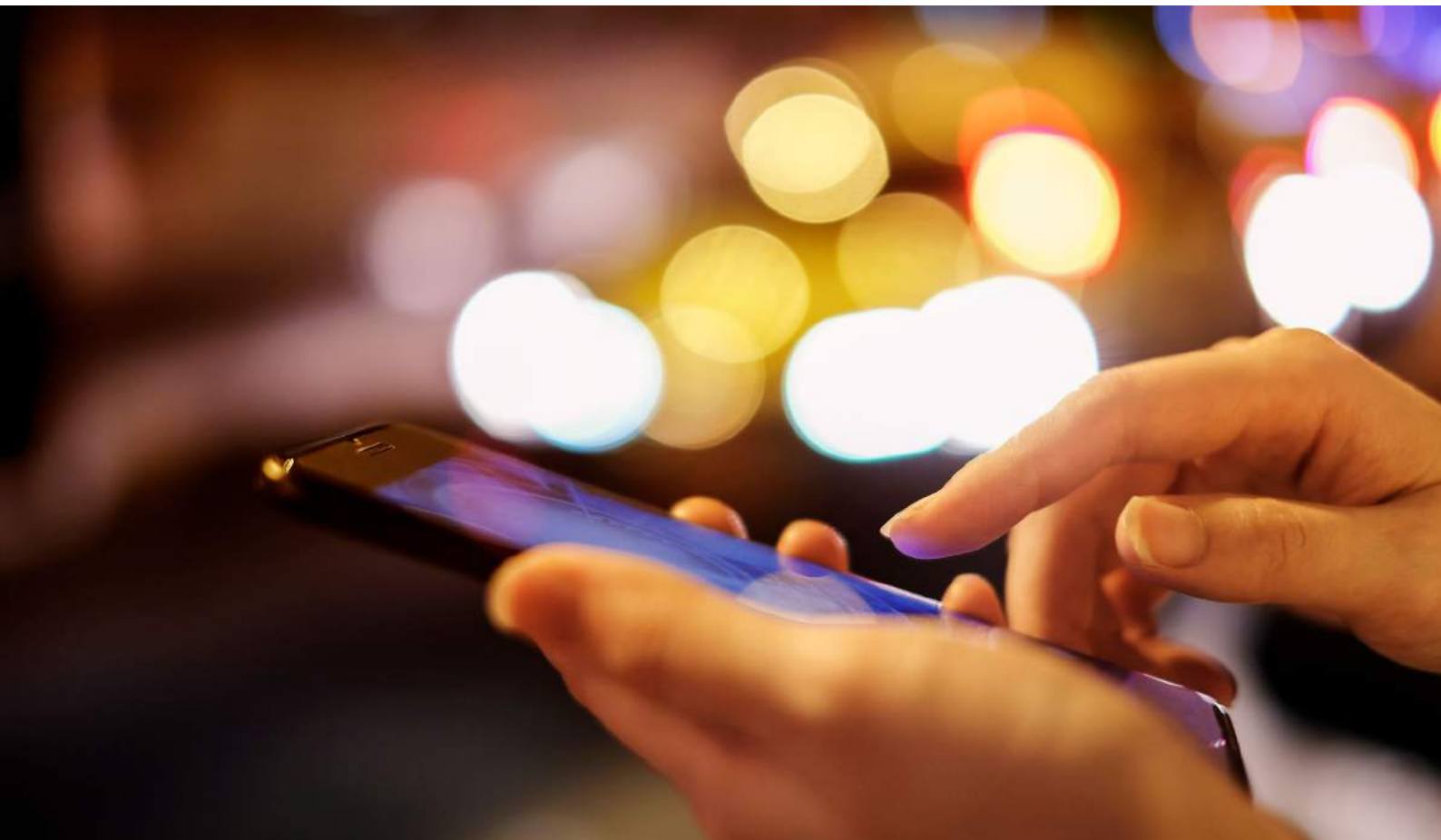
One network, many benefits

The growing use of mobile devices and the IoT make security vital, as dealing with a cyberattack is costly and complex. No single approach can provide full security, so a multi-level security approach is needed. With our global reach and local focus, ALE offers an approach that minimizes risks by providing protection at all levels–including the network, devices, users and applications–and simplifying management to increase efficiency and lower costs:

More secure operations – with IoT containment, which creates one network made up of individual virtual networks, it's possible to automate the secure onboarding and management of multiple connected "things."

One consistent user experience – unified access provides secure connections to both the wired and wireless LAN (when used with the Alcatel-Lucent Enterprise LAN solution). Administrators can manage what can be accessed, as well as where, when and by whom, all according to the user profile–enabling the delivery of different services according to role or permissions.

Time-saving automation – use Intelligent Fabric (iFab) to get your operational teams working faster, with self-healing networks, greater resilience, and the automation of manual tasks, such as device discovery and provisioning.

Develop new business streams with smart analytics – visibility over network, devices and applications provides the insight for greater protection of your government network hub. It also shows which services employees and citizens use so agencies can develop new services to meet their preferences.

Network-as-a-Service

Public safety emergencies or natural disasters can put a strain on the network, as citizens rely on government services for news and updates. Cloud-based network-as-a-service solutions offer the ability to scale quickly to meet peaks in demand, with payment based on network usage.

Mobility for the digital age government

At the heart of mobility for transportation is the wireless LAN.

OmniAccess Stellar WLAN offers enterprise-grade features and operational simplicity, as well as a low total cost of ownership (TCO). This includes:

- Next generation access points (APs) – 802.11ac Wave 2 APs with gigabit and multi-gigabit Ethernet connectivity.These support:

  - High-speed Wi-Fi – for a better user experience
  - Higher density of devices – so there's no dip in performance however many users connect

- Embedded Bluetooth low energy beacons – support location-based services

- Wave 1 APs – specially designed for SMBs

- Indoor and outdoor (ruggedized) models

- Distributed intelligent control – instead of a physical centralized controller. This ensures:

  - Automatic optimization of the radio frequency
  - Selection of the best channel to avoid interference
  - More bandwidth to connect more users – through band steering
  - Smart load balancing – automatically connects devices to the best APs
  - Optimal support for all clients (even older ones)
  - Automatic management of APs for easy scalability

Keeping government on the move

The OmniAccess Stellar WLAN solution provides public sector systems with an efficient, cost-effective and scalable way to meet the mobility needs of public employees and citizens alike.

- Easy connectivity

- A seamless user experience, with the best quality of service, through a cloud managed unified network (wired and wireless when used with Alcatel-Lucent Enterprise LAN solution)

- Better performance and high availability, while reducing complexity and lowering TCO

- High-speed Wi-Fi and better radio coverage for easier growth

- Emerging technologies and services future-proof wireless network investment

To find out how to deliver better mobility for government explore Alcatel-Lucent OmniAccess Stellar WLAN. **Visit: https://www.al-enterprise.com/ en/stellar-mobility-wifi**

Connected Government

Where public employees and citizens connect for the most effective public sector services. Where you connect securely for enhanced public safety and community livability. Where your government infrastructure connects to enhance communications, security and efficiency.

ALE | **Where Everything Connects**

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