



# The Future of Field Operations

A look at the Public Sector through 2025





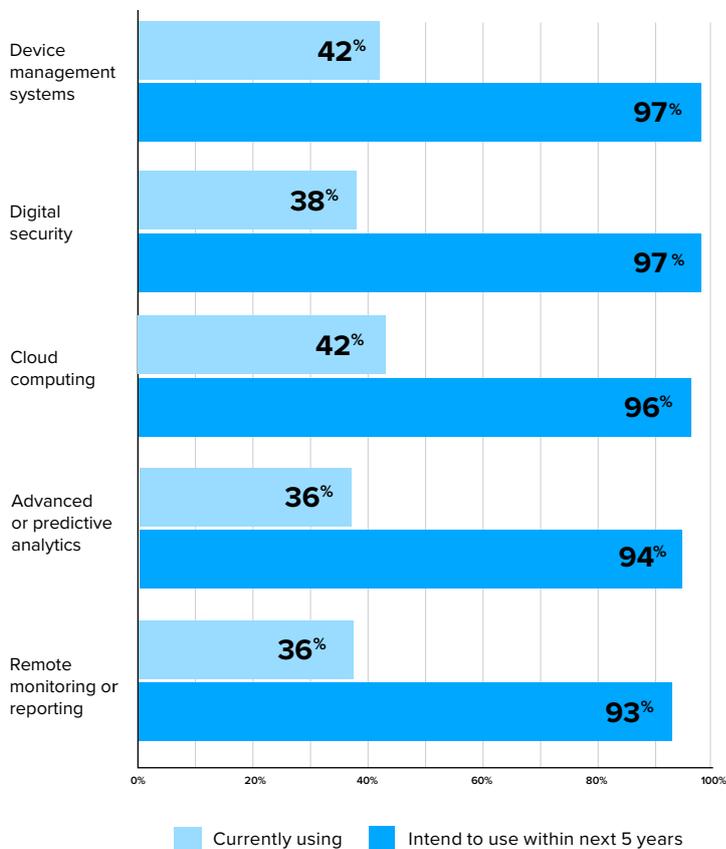
## The impact of mobile technology on the Public Sector

The Future of Field Operations: A Look at the Public Sector through 2025 provides unique data collected from 146 decision-makers on the current state of technology usage in the public sector. It also examines challenges facing first responders and future trends that will have an impact on public sector agencies over the next five years.

### A look at the future of technology in the public sector

Today, nearly nine out of ten public sector agencies say increased expectations from citizens are driving the need for more efficient field operations. That number is particularly interesting when you consider that 72% of the agencies surveyed are concerned they aren't investing in new mobile technology quickly enough. Most agencies expect to adapt quickly, with many looking to upgrade their agencies within the next few years.

Public sector agencies using the following technologies



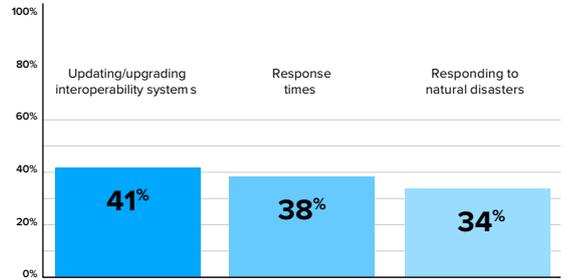
## Right now, the pressure is on for first responders

First responders deal with extreme situations, and they do it while racing the clock. The unpredictability of the job means they have no margin for error. For them, more than anyone else, every second counts. Knowing what they view as their biggest obstacles can help you select the right technology tools to keep them safe, help them work faster and perform their critical roles effectively.

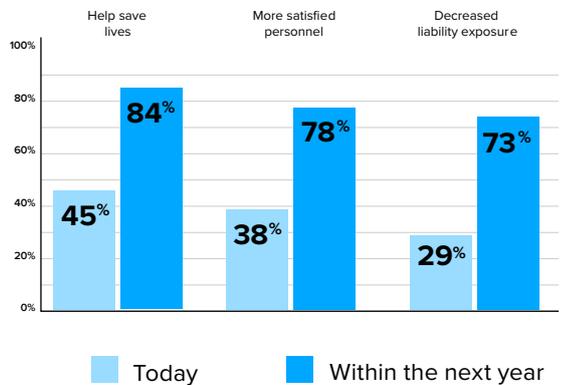
## Access to life-saving technology anywhere, anytime

No one knows when or where an emergency will strike, but first responders need to be ready. When public sector agencies supply them with mobile devices, it provides greater opportunities for success. The ability to access medical records, maps of buildings, personnel location, and real-time video and traffic updates allows first responders to act swiftly, which could be the difference between life and death.

Top 3 operational challenges in the public sector

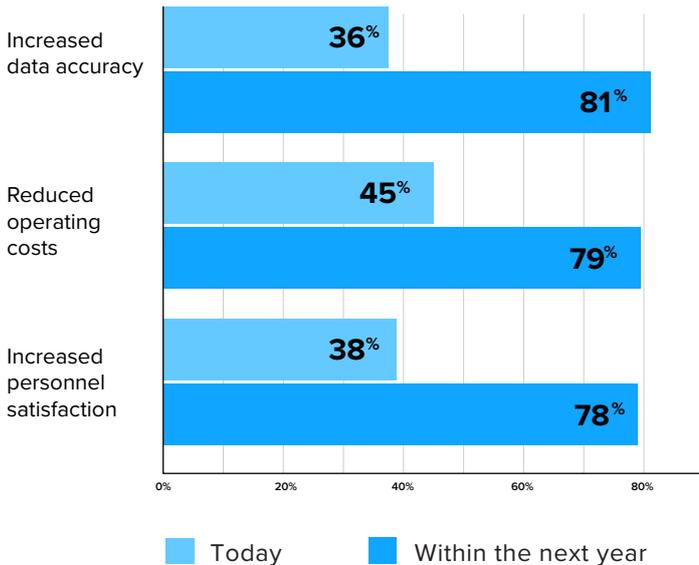


Top benefits realised by implementing mobile technology



## Improving the effectiveness of first responders with mobile solutions

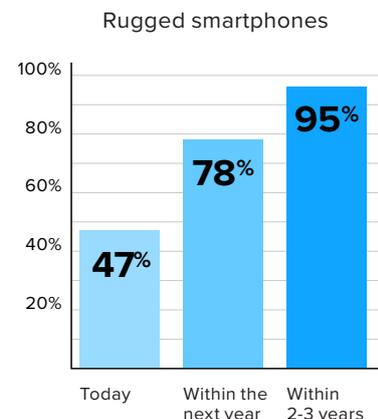
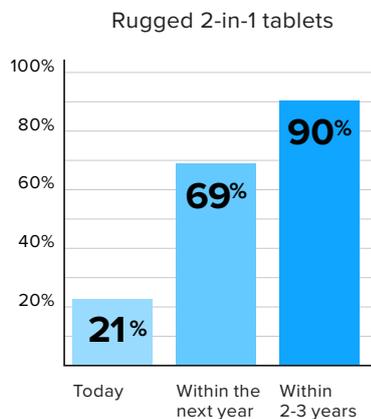
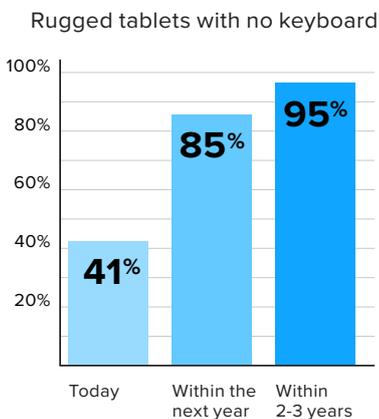
Mobile technology is changing the standard for success in the public sector by giving first responders more tools to help those in need. Agencies are already seeing the impact mobile devices are making, and more improvements are expected in the next year.



## Rugged devices are becoming the preferred choice in the sector

The public sector is seeing the value of rugged mobile devices. Today, 41 percent of companies have begun using rugged tablets, and are expecting that number to rise to 85 percent within the next year. In addition, 95 percent of respondents say their mobile strategy will involve using rugged smartphones within the next 3 years and 90 percent will implement rugged 2-in-1 tablets over the same period.

### Implementation of rugged devices



## First responders turn to applications to help them perform

Paper-based methods of operation are fading away as the public sector has transitioned to a mobile-first approach. As part of this shift, public sector agencies have begun using applications to make data collection, communication and navigation more efficient.

### The most important application functions as ranked by users



1. Collision reporting



2. Situational awareness



3. GIS



4. Digital investigations



5. Digital inspections



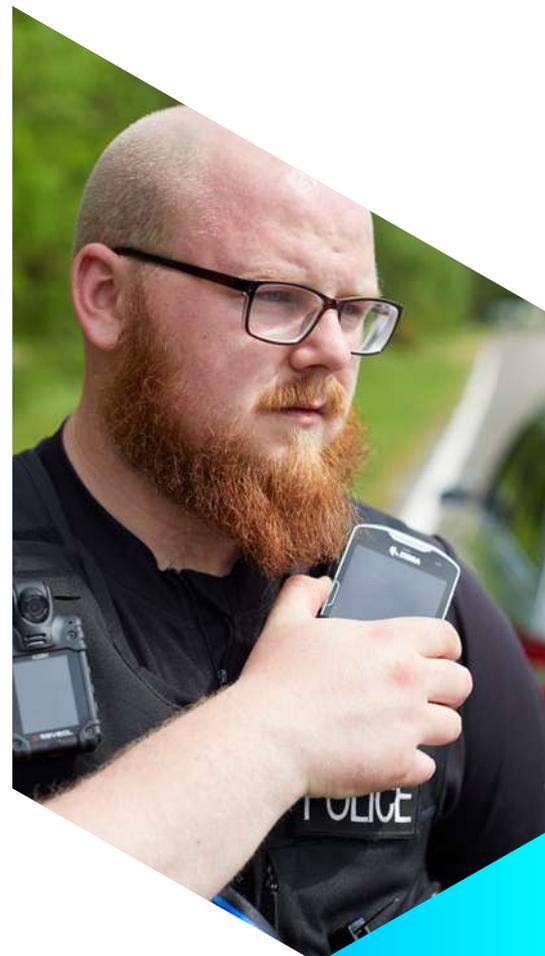
6. Language translation

## Mobile is enhancing the way first responders perform in the field

First responders have always been highly effective, but rugged mobile devices are boosting productivity and expanding their capabilities. With the public sector playing such a critical role in everyday life, expect to see even more widespread adoption of mobile technology in the near future.

### How mobile technology benefits the sector

- The sector will become even more technology-driven, as at least 90% of agencies plan to implement cloud computing, analytics, machine learning and device management systems within the next 5 years.
- First responders have greater visibility and situational awareness in emergencies, allowing them to stay safer in dangerous situations.
- Public sector agencies have become more effective by accessing real-time navigation, medical records and other vital information that allows first responders to arrive quicker and more safely, make better decisions, and save more lives and property.





## Contact

### **EMEA Headquarters**

[zebra.com/locations](https://zebra.com/locations)

[contact.emea@zebra.com](mailto:contact.emea@zebra.com)

### **About Zebra**

Zebra offers a full portfolio of rugged mobile computing solutions for the public sector. Our technology enables first responders to connect from any location and access the data they need to perform their duties more effectively.

Learn more at [zebra.com/public-safety](https://zebra.com/public-safety)