

# Transforming team collaboration in the public sector

In a rapidly changing public-sector landscape, better communications mean improved service user outcomes, and better cost control.



The U.S. public sector, state and federal, are one of the most innovative in the world. Faced with rising service user expectations, organizations have invested in new technologies, new ways of working, and new ways of reaching service users. In 2019, the federal government alone spent \$46 billion on new technology.<sup>[1]</sup>

In part, this dedication to innovation stems from a recognition that new technologies will help organizations serve their communities better. Essentially, it's about coping with rising demands from a changing workforce and aging population.

*In the U.S. today, just 6% of the country's 2 million federal employees are under 30. Almost 50% are over fifty years old.<sup>[2]</sup>*

Faced with an aging and shrinking workforce, and a population that's also getting older, it's imperative that the public sector find ways to deliver more with less. Emerging technology such as artificial intelligence (AI)-driven data analytics, remote and mobile-enabled service delivery, and modern customer-experience technology all have the potential to deliver more efficient services.

The average age of state and federal public-sector employees is 42.6.<sup>[3]</sup> At the same time, the population the public sector serves is getting older. The median age of Americans is 38.2, up from 37.2 in 2010.<sup>[4]</sup>

To prepare for the next generation of emerging technology, including smart cities, intelligent power networks, and so on — public-sector organizations must build an environment that supports these technologies. The key to these successes are platforms like systems which facilitate near-seamless communication but instantaneously share data among different functions internally.

AT&T is an expert in public-sector communications with ten years' experience working with the public sector. Our specialists deliver solutions such as enterprise core-networking, mobility, and cybersecurity services to providers throughout the U.S.

In this market brief, we look at how Cisco Webex with AT&T can help public-sector organizations deliver a better user experience as well as accelerate highly secure and compliant sharing of information internally. Whether as a stand-alone platform or as part of an enterprise-wide collaboration approach, Webex with AT&T can enable your organization and set new standards in efficiency.

# The benefits of Webex with AT&T



Streamline communication and help workers break out of silos.



Simplify all your communications needs under one subscription.



Modernize your communications infrastructure without upfront CAPEX.



Integrate with third-party solutions, cloud and on-premises.



Choose a future-ready platform that combines cloud and on-premises.



Help ensure compliance, transparency, and ease of auditing.



Consolidate vendor management with one company and one key contact.



1. Whitehouse.gov. (2019). America FirstA Budget Blueprint to Make America Great Again: Information Technology appendix. [online] Available at: [https://www.whitehouse.gov/wp-content/uploads/2017/11/2018\\_blueprint.pdf](https://www.whitehouse.gov/wp-content/uploads/2017/11/2018_blueprint.pdf) [Accessed 6 Jul. 2019].  
2. Ogrysko, N. (2019). Federal workforce by the numbers: Who they are and where they work | Federal News Network. [online] Federal News Network. Available at: <https://federalnewsnetwork.com/workforce/2018/05/who-they-are-and-where-they-work-the-federal-workforce-by-the-numbers/slide/4/> [Accessed 6 Jul. 2019].  
3. Ginafortune, R. (2019). Data: Public Servants Are Older Than Almost Everyone In the American Workforce. [online] Government Executive. Available at: <https://www.govexec.com/federal-news/2018/07/data-public-servants-are-older-almost-everyone-american-workforce/149285/> [Accessed 6 Jul. 2019].  
4. Wilson, R. (2019). Americans getting older, new Census figures show. [online] TheHill. Available at: <https://thehill.com/homenews/state-watch/449505-americans-getting-older-new-census-figures-show> [Accessed 6 Jul. 2019].

# The right communication solution for public sector

Designed to meet the needs of today's connected enterprise, Webex with AT&T is a comprehensive and industry-leading communication and collaboration platform. It gives public-sector providers the range of tools and depth of functionality they need to communicate in a highly secure manner across the entire supply chain, internally and externally.

Webex with AT&T consists of three separate but interlocking solutions:

- **Webex Calling with AT&T:** includes voice calling, instant messaging, chat, email, voicemail, video conferencing, and much more.
- **Webex Meetings with AT&T:** a collaboration suite that includes desktop sharing, webinar, and presentation functions, and integrates well with leading third-party software.
- **Webex Teams with AT&T:** this workflow-management solution connects all team members in a highly secure, shared workspace for teamworking, co-creation, and content sharing.

Recent research by Accenture, which surveyed citizens in six countries — including the U.S. — found that 44% of respondents wanted their government to offer more personalized services via digital communications channels.<sup>[5]</sup> Webex with AT&T can help organizations meet this demand, without large up-front costs or expensive overheads.

## Why Webex with AT&T

AT&T is a leader in the field of government and public-sector collaboration. Our experts have worked with major federal and state service providers to implement Webex with AT&T as part of a seamless collaboration infrastructure.

Benefits of implementing Webex with AT&T include:

- Unify your calls, meetings, document sharing, and collaboration functions in a single platform accessible to all colleagues, remote or on-premises.
- Deliver a consistent unified communications (UC) and collaboration experience, regardless of location or device.
- Accelerate service transactions by giving co-workers and customers faster access to subject-matter experts.
- Consolidate your UC infrastructure around one set of interoperable and feature-rich solutions.

Our specialists can help integrate Webex with AT&T with other communications platforms, whether on-premises, cloud, or hybrid. This helps ensure a unified experience across all the organization's different solutions.

It also protects your investment in existing communications systems while providing a managed path for cloud migration. Plus it makes it easy for you to achieve goals such as improving network access for field workers, without reconfiguring your entire network or collaboration infrastructure.

## Is Webex with AT&T right for you?

If your organization meets any of these criteria, then Webex with AT&T could be right for you:



A need to unify calling, meeting, and collaboration in one easy-to-use system.



Medium-to-large federal or state public-sector organization with complex conferencing, and messaging requirements.



A dispersed workforce engaged in inter-agency or inter-departmental collaboration.



The need to consolidate multi-vendor collaboration technologies and contracts.



Existing on-premises communication infrastructures and contracts need protecting.

*“AT&T has provided the solution we needed and worked closely with our internal technology teams to ensure a seamless transition. The capability of providing a uniform voice/video solution to our locations in North America, EU, and Asia was critical for our success.”*

Director of IT Infrastructure - Global Services Organization

5. Konkel, F. (2019). Survey: Citizens Favor a More Digital Government. [online] Nextgov.com. Available at: <https://www.nextgov.com/cio-briefing/2018/09/survey-citizens-favor-more-digital-government/151453/> [Accessed 6 Jul. 2019].

# Building a better user experience

## Use case: Managing a traffic incident



Roadworkers receive a real-time report that a traffic accident has blocked a major road. To avoid further disruption, they must coordinate a response.



Using Webex with AT&T functions such as Calls, Meetings, and Teams, they inform all of the relevant teams and create an incident meeting room.



All the specialist teams rapidly come onboard and share information via Webex document-sharing and collaboration features. The remote teams brainstorm solutions.



A solution is chosen. A team is put in place on the ground. Using Webex with AT&T on mobile devices, the team shares real-time updates with the specialists at base.



The situation is resolved. The team on site informs all relevant agencies, allowing the highway to be reopened.

## Use case: Delivering all-hands compliance training



A public-sector agency needs to deliver compliance training to all staff across a dispersed and often mobile workforce.



Rather than try to get everyone in the same place, managers set the training up to run over Webex with AT&T, using the meetings and document-sharing capabilities.



Using the full set of Webex functions, specialists can deliver the training and interact with participants to validate the success of the session.



After the session, the organization uses the document-sharing tools to distribute crib-sheets and other documents to all staff.



The agency also uses the built-in Webex recording features, which it posts to the intranet site, so that staff have it for future reference.

Enable citizens to easily and quickly access public services from any connected location.



Improve collaboration among employees, service users, and partners.



Accelerate operational workflows to deliver services faster.



How Webex with AT&T can help transform your organization



Improve your ability to contact and update remote workers.



Streamline your work with other public-sector organizations.



Reduce duplication, control costs, and make your processes more efficient.

# Choose AT&T as your collaboration specialist

AT&T is a leader in communications technology and infrastructure, with a global network that helps secure more connections than any other communications company in North America.



## AT&T IP Flexible Reach

can reduce your monthly spending through on-net calling.



The world's largest Cisco Webex deployment; Webex with AT&T deployed to over

## 400,000 employees worldwide.



The AT&T network connects businesses in countries and territories, representing

## 99% of the global economy



Our experts will help you envision and strategize a UC transformation roadmap. With a track record in delivering

## world-class solutions,

AT&T has the capabilities and expertise required to integrate and automate your siloed voice, UC, and collaboration technologies.



## AT&T Dynamic Traffic Management

improves employee productivity by prioritizing your business applications including Webex with AT&T and QoS for mobile devices.



## AT&T VPN

provides outstanding network performance, reliability, and consistency to ensure highly secure data networks. It provides improved application performance including Webex with AT&T whilst maintaining network control.

Webex with AT&T is your gateway to new standards in team collaboration and innovation.



## AT&T Business

Contact AT&T or visit [www.att.com/collaboration](http://www.att.com/collaboration) to discover how Webex with AT&T can help your company.