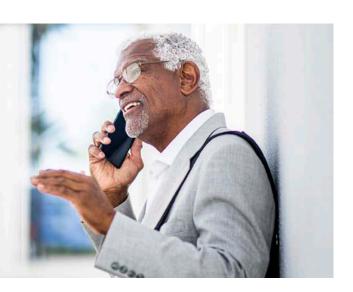# Building a platform for smarter government

Verizon Wireless connects infrastructure, people and intelligence to help government extract greater value from investments.

Constituents, business owners and internal employees have higher expectations for government services—and compare them unfavorably with app-driven services in the private sector. They want convenient access to government staff and services, to be confident their communities are safe places to live and their personal information is secure. Governments know they must transform, but according to research by the McKinsey Center for Government, 80 percent of government transformations fail to meet their objectives.[1]

The good news is that innovations in engagement, digital innovation and technology-inspired approaches are making the task of government transformation smoother. Improved networks and smarter technology are opening up opportunities for faster delivery and improved experiences.

Verizon Wireless solutions work together to create a whole that is greater than the sum of its parts. These solutions can be combined to address specific challenges in a way that helps establish a platform for smarter government. This platform connects infrastructure, people and intelligence so government organizations can extract greater value from their investments, processes and use cases. By choosing solutions from the Verizon Wireless portfolio, organizations gain a trusted partner that works with them to plan and execute the best platform for their needs. In addition, Verizon solutions are founded on a network that delivers the speed, reliability, flexibility and security required to maximize their investments and fully achieve their smart government goals.

Verizon Wireless makes it easier and more cost-effective to implement smart government tools by making these solutions available through the National Association of State Procurement Officials (NASPO) ValuePoint® cooperative purchasing contract. NASPO-covered Verizon Wireless solutions include 5G and 4G LTE connectivity and devices, plus Internet of things (IoT) and smart infrastructure solutions. You get all of this backed by our award-winning network that delivers the speed, reliability, coverage and performance that you need to succeed.

What is NASPO ValuePoint?

The NASPO ValuePoint contract enables participating state agencies, higher education institutions, political subdivisions (e.g., local governments) and, in some cases, nonprofit organizations to join in cooperative multistate contracts that reduce costs and streamline acquisition.

NASPO leverages the best practices and expertise of procurement officials across every U.S. state, the District of Columbia and U.S. territories, helping to ensure states have access to contracts with the best value in terms of price, quality and terms. Because NASPO vendors have already been vetted for price, quality, reliability, warranties and service, procurement organizations save on time and administrative costs and help ensure their solutions meet both current and long-term needs.

Verizon Wireless solutions for smarter government

The following solutions are broadly categorized, and many solutions could fit into multiple categories. When procuring solutions for a smart platform, it is important to identify business needs and use cases, with consideration towards the ability to solve an immediate need. From this starting point, other use cases can be developed.

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What's New on the NASPO Contract?

POTSolve by CSG and wireless solutions from MarketSpark are now available on NASPO.

These wireless solutions enable organizations to "cut the cord" on traditional phone, life & safety (elevators, alarm systems, etc.) and other lines used for operational applications.

All solutions include an all in-one box with

- An Analog Telephone Adapter (ATA)
- Router
- Battery backup
- Ports for Application continuity
- Dedicated LTW BI line for connectivity (required)

Fixed Wireless Access (FWA)

Fixed wireless access, which can support 5G technology, is the next generation of wireless connectivity, offering the potential for ultra-high speeds, low latency and massive capacity.

FWA may be able to bring high-speed internet to areas where cables cannot reach, which is why it's likely to play a role in the future of wireless internet connectivity.

Smart infrastructure

The Internet of Things (IoT) industry and edge computing have grown tremendously in a short time and are vital to the transformation of government services. This is especially important as urban areas become increasingly dense.

According to the United Nations, 68% of the world's population will live in cities by 2050.[2] IoT sensors, cellular-enabled cameras and other edge devices are at the heart of smart cities and other initiatives that seek to make life easier and safer for residents, visitors, workers and businesses. As noted by Navigant, "the proliferation of connected devices and richness of data associated with smart solutions is transforming many operational areas of cities."[3]

By collecting and even processing data close to where it is generated, these devices often provide real-time and historical insight into assets, environmental conditions, human behavior and other variables. State and local governments can use this data to respond more quickly and efficiently to immediate conditions, plan for the future and reduce costs.

In fact, a McKinsey Global Institute assessment of nearly 60 current smart-city applications found that "these tools could reduce fatalities by 8%–10%, accelerate emergency response times by 20%–35%, shave the average commute by 15%–20%, lower the disease burden by 8%–15% and cut greenhouse gas emissions by 10%–15%."[4]

Verizon Wireless offers a suite of smart infrastructure solutions through the NASPO ValuePoint contract. Solutions range from intelligent street lighting and traffic data services to parking and fleet tracking.

Intelligent Lighting

Empower your city to lower operational costs and improve public safety by managing, monitoring and controlling street lighting remotely.

ThingSpace (IoT management)

Simplify development and management of your IoT/machine-to-machine devices. A self-service portal lets you manage the device life cycle—including connectivity, security, location, software and data streaming—all on a single platform.

Smart communications

Next-generation communications tools are essential to maximize employee productivity, engage effectively with constituents, help improve public safety and promote economic development. Using these tools, organizations can become more transparent, responsive and accessible.

Verizon Wireless offers a suite of smart communications solutions through the NASPO ValuePoint contract. Solutions range from One Talk and Push to Talk Plus to a Mobile VPN.

One Talk

Mobilize your agency simply, securely and reliably. Use a single phone number across mobile and desk phones to reach staff regardless of where they are or the device they're using.

Push to Talk Plus

Just push a button to connect instantly and securely with one person or many. This modernized version of a two-way radio service leverages a smartphone or other compatible device for sharing voice, text, video, photos and other data with first responders, work crews, case managers and others working in the field. It integrates easily with existing Land Mobile Radio (LMR) systems.

Verizon Mobile for Microsoft Teams

Verizon Mobile for Microsoft Teams delivers Teams Phone Mobile by seamlessly integrating your Verizon Wireless business number with Microsoft Teams, bringing single number simplicity and superior call quality to both voice calls and Teams collaborations. Further, it extends the power of enhanced communications and collaboration to virtually anywhere your people work, providing an outstanding user experience while protecting your investments in Teams technologies.

Absolute Secure Access

Secure Access Service Edge (SASE) Management merges software-defined wide area network (SD WAN) capabilities with comprehensive network security services to create a unified, cloud-delivered service model that supports the secure access needs of today's digital environment. SASE Management also enables simplified management and policy enforcement for all users and devices across your network.

Field Force Manager

Help mobile teams stay in touch and on track; simplify workforce administration. A central console provides insight into mobile teams and allows you to send scheduling, route information and other job info directly to their mobile devices. Customizable mobile forms help you track and manage inventory, workers' hours, job performance and more.

IBM MaaS360

Simplify how you manage mobile devices, applications, security, data and connectivity. This unified endpoint management solution generates actionable information from mobile device data to enhance visibility, access and control of mobile devices without compromising the user experience, data security or privacy. It is Federal Risk and Authorization Management Program (FedRAMP) and Federal Information Security Management Act (FISMA) authorized.

Samsung Knox

Use the industry's latest mobile devices to increase productivity and enhance collaboration while strengthening device security. This built-in security and management platform automates mobile device management and helps protect infrastructure with multilevel hardware-to-application security.

Smart mobile security

With workers using mobile devices more than ever before, the attack surface — and cybersecurity complexity — has grown exponentially. Just ensuring that security patches and upgrades are applied in a timely manner becomes a difficult-to-manage task, especially when bring-your-own devices are added to the mix. State and local governments must find efficient ways to manage device provisioning, apply security policies to mobile devices and ensure that mobile device users (as well as edge devices and smartphones themselves) are appropriately authenticated and authorized to access applications.

Verizon Wireless offers a unique mobile device management (MDM) solution and also partners with leading cybersecurity vendors to offer these and other mobile device security and management solutions through NASPO ValuePoint.

Verizon Wireless MDM

Track and manage all the mobile devices and operating systems connecting to your network from a single unified portal. Broadband hotspot management and unified endpoint management help you effectively manage mobility, streamline operations and increase continuity.

Ivanti

Available directly through Verizon, Ivanti provides a unified endpoint management (UEM) platform that protects data from mobile threats and enables secure access to agency resources. Whether you run a small or a large organization, Ivanti provides a portfolio of solutions that secure your mobile infrastructure and support your needs.

Smart response

Public safety is undergoing a radical shift away from the days when police officers, firefighters, EMTs and other public safety professionals needed multiple devices to do their jobs. Until recently, that meant an in-vehicle portable data terminal (PDT) to connect to computer-aided dispatch data and other systems at the station; a desktop or laptop back at the station to file reports; and a handheld mobile device to collect data and take notes in the field. Today, the versatility and compute power of mobile phones enables public safety organizations to consolidate functionality into a single smartphone that allows users to connect to department information systems in any environment or location. Instead of single-purpose devices, such as body-worn cameras or PDTs, the modern officer can simply download a mobile application to their smartphone to obtain the functionality these devices once provided. When combined with other solutions under the Verizon Wireless NASPO contract (e.g., Push to Talk), organizations begin to reap the full benefit of an integrated platform for smart government.

To support public safety operations, Verizon Wireless offers a suite of smart response solutions through the NASPO ValuePoint contract. Solutions range from prioritized connectivity and situational awareness to management of response equipment and vehicles.

Wireless Network Performance (WNP)

Wireless Network Performance (WNP) is a self-serve portal that allows a customer quick, convenient access to network and device analytics. The tool allows a customer to better manage devices, track usage, be notified of outages and use the best information available to make long-term plans or develop on-the-fly contingency plans.

Intrepid Networks

Help shorten response times and improve safety. This integrated mobile platform for incident management and emergency operations provides the real-time situational awareness you need to coordinate, collaborate and communicate more efficiently — during emergencies and day to day.

Public safety applications

The Verizon Wireless extensive ecosystem of public safety apps includes smart solutions related to response connectivity and prioritization, response operations (e.g., One Talk, Push to Talk and Intrepid Networks) and response devices and equipment (e.g., Fleet Management).

Why Verizon Wireless?

By choosing solutions from the Verizon Wireless portfolio, you gain a trusted partner who can work with you to plan and execute the best platform for your needs.

Connect and transform your agency with technology on our award-winning networks that helps increase your agility, helps you stay ahead of cyber threats, protects citizens and frees you to work where your mission takes you, seamlessly and securely.

Verizon is the most awarded brand for Wireless Network Quality according to J.D. Power.[5]

Verizon is recognized as a Leader in Gartner® Magic Quadrant™ for Network Services, Global 17 times[6] and was also recognized as a Leader in the Magic Quadrant for Managed IoT Connectivity Services, Worldwide.[7]

You stand committed to your agency and meeting the needs of citizens. Verizon strives to match that commitment, every day, with the latest network, technology and communication solutions.

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1 Delivering for Citizens How to Triple the Success Rate of Government Transformations, Mckinsey Center For Government, June 2018. https://www.mckinsey.com/~/media/mckinsey/industries/public%20and%20social%20sector/our%20insights/delivering%20for%20citizens%20how%20to%20triple%20the%20success%20rate%20of%20government%20transformations/delivering-for-citizens-how-to-triple-the-success-rate-of-government-transformations.pdf

2 "68% of the world population projected to live in urban areas by 2050, says UN," United Nations Department of Economic and Social Affairs, May 2018. https://www.un.org/development/desa/en/news/population/2018-revision-of-world-urbanization-prospects.html

3 Smart Cities Overview, Navigant, Q2 2019. https://guidehouseinsights.com/-/media/project/navigant-research/navigant-research-executive-summaries/tr-scit-2q19-executive-summary.pdf

4 Smart city solutions: What drives citizen adoption around the globe?, McKinsey Center for Government, July 2018. https://www.mckinsey.com/~/media/McKinsey/Industries/Public%20and%20Social%20Sector/Our%20Insights/Smart%20cities%20Digital%20solutions%20for%20a%20more%20livable%20future/MGI-Smart-Cities-Executive-summary.pdf

5 Verizon received the highest number of awards in network quality for the 25th time as compared to all other brands in the J.D. Power 2003-2020 Volume 1 and 2 U.S. Wireless Network Quality Performance Studies. Network Quality measures customers' satisfaction with their network performance with wireless carriers. For J.D. Power 2020 award information, visit jdpower.com/awards for more details.

6 2023 Gartner Magic Quadrant for Network Services, Global. Published: 22 February 2023. Analyst(s) Danellie Young | Karen Brown | Gaspar Valdivia. As a Leader in Magic Quadrant for Network Services, Global, 2015–2023; as a Leader in Magic Quadrant for Global Network Service Providers in 2011–2014; as Verizon Business in Magic Quadrant for Global Network Service Providers 2005, 2007, 2009–2010; Verizon was recognized as MCI in the 2005 report. Verizon acquired MCI in 2006.

7 2023 Gartner Magic Quadrant for Managed IoT Connectivity Services, Worldwide. Published: 30 January 2023. Analyst(s): Pablo Arriandiaga | Eric Goodness | Kameron Chao | Jon Dressel.

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