



# Building your Business Case for Hybrid Work Environments

Transitioning to flexible, scalable, and secure collaboration in government

## The Next Generation of Government is here. Is your agency ready?

Due to the COVID-19 pandemic, many of our customers in state and local government are aggressively moving forward in their deployments of secure hybrid work environments. Initially, their rapid shift to work from home (WFH) status for non-essential employees focused on increasing Webex licenses. But many are also seeing the need to update their network infrastructure, VPN capabilities, and security to handle the growing number of remote end-devices.

Some of your workers will continue to work remotely while others will return to their traditional workplace. And some, most likely a majority, will choose a combination of both. The result will be a hybrid work environment.

To prepare your IT infrastructure for this permanent shift and create a successful hybrid work environment for your employees, it is critical that you immediately:

- Modernize your IT via innovative cloud, software, and hardware solutions
- Adopt secure real-time collaboration and information sharing solutions
- Gain deeper visibility into your networks and better understand user behaviors
- Provide advanced security and data privacy to all users and their devices.

## Benefits

- Maintain daily operations and critical citizen services
- Keep your workers safe and productive
- Scale as your needs change
- Flexibility of CapEx or OpEx
- Enable real-time collaboration and information sharing, even across federal, state, and local agencies
- Secure data and user devices

# Positive outcomes

## For government

- Continuity of operations/services
- Improved long-term resilience
- Reduced facilities/travel costs
- Increased efficiencies/productivity
- Improved collaboration/communication
- Enhanced network security/access control
- Deeper visibility in network/user behavior
- Improved citizen engagement/trust

## For workers

- Safer workplace environment
- Continuity of employment in emergencies
- Improved productivity
- More flexible work environment/schedule
- Reduced travel time/costs
- Improved collaboration/communication
- Enhanced security/data privacy

## For citizens

- Contact-free interaction with government
- Continuity of citizen services
- Improved citizen engagement/trust
- Reduced costs for government
- Enhanced privacy of personal data

## Solutions

Cisco offers your agency industry-leading solutions and services to help securely and easily transition to a hybrid work environment. These may be available for purchase, lease, or subscription depending on solution or service type.



By partnering with Cisco, your transition to a hybrid working environment can leverage solutions that meet the stringent requirements of FedRAMP while enhancing security, reducing risks, and speeding deployment.

\*Indicates solution has some level of FedRAMP status.

### Collaboration and information sharing

#### Webex for Government\* ([Learn more](#))

Collaborate in a highly secure environment with Webex Meetings. Deliver dynamic meetings, large-group events, and training in real-time. U.S. FedRAMP authorized version available.

#### Webex Teams\*<sup>In Process</sup> ([Learn more](#))

Secure cloud messaging, file and screen sharing, whiteboarding, and more with a unified application for calling and meetings.

### Network management

#### SD-WAN\* ([Learn more](#))

Empower predictable application experience, rich analytics, and best-in-class security with the first SD-WAN offering to achieve In Process status from FedRAMP.

#### Unified Communications Manager\* ([Learn more](#))

Scalable cloud-based calling, collaboration and mobility solution that is customizable, redundant, and secure, with U.S. FedRAMP authorized option.

#### AppDynamics\* ([Learn more](#))

Application performance monitoring solution with reliable performance for mission-critical apps with our AppDynamics FedRAMP Authorized solution.

#### AnyConnect Secure VPN Access ([Learn more](#))

Frictionless, highly secure access to the enterprise network from any device, at any time, in any location while protecting your agency.

### Network security

#### Cisco Secure ([Learn more](#))

A cybersecurity platform that covers your entire infrastructure with best-of-breed products on an integrated, open platform. Unrivaled threat intelligence, industry-leading Zero Trust approach.

#### Cisco Cloudlock\* ([Learn more](#))

Secure your cloud identities, data, and apps, through a simple, open, and automated API-driven approach that is FedRAMP Authorized.

### End-device protection

#### Duo Security\* ([Learn more](#))

Offers two FedRAMP Authorized editions to help secure access to your data and critical systems with strong multi-factor authentication.

#### AMP for Endpoints\* ([Learn more](#))

Block threats before they target you, know everything about every endpoint, and respond with FedRAMP ready unified security.

## Other equipment

### Cisco headsets ([Learn more](#))

Professional headsets integrated into the Webex platform featuring superior audio, flexible connectivity, noise cancellation, and industry-first hardware and software security.

### Webex Rooms ([Learn more](#))

The all-in-one collaboration experience, for your personal desk. Enjoy a large display with HD video and voice, unified communications features, and more.

## Services

### Cisco Customer Experience ([Learn more](#))

Harness the power of Cisco CX expertise and insights from building some of the world's most complex environments combined with data from managing millions of devices. We're with you every step of the way.

### Business Critical Services ([Learn more](#))

Discover the power of analytics-driven guidance to create resilient, adaptive, and transformative IT environments, anywhere.



## Connected Justice

Transform your Justice community with innovative mobile solutions for Community Safety, Courts, Corrections, and Community Supervision. Experience industry leading approaches that are enabling continuity of courts, visitation, and more. Plus discover innovative technologies that are helping lower recidivism and relapse ([Learn more](#)).

## The risk of not converting

If your agency is unable to successfully move to a secure hybrid work environment, you risk both short and long-term implications that may damage your community's resiliency, including:

- Impact on worker and citizen health and safety
- Interruptions to daily operations
- Interruptions to critical citizen services, including social services, healthcare, public safety, and utilities
- Decreased efficiencies
- Lost productivity
- Reduced collaboration and information sharing internally and across other governmental agencies
- Increased security risks, including external threats and insider attacks, loss of data, and exposure of private citizen data
- Increased costs related to travel, infrastructure, and facilities maintenance
- Loss of public trust in government.

## Budgets

Your move to a hybrid work environment can be done using CapEx or OpEx, depending on your preference.

This flexibility gives you the freedom to manage budgets in the way that works best for your specific financial situation and/or organizational structure.

## Funding

Several unique funding avenues are now available for state and local government use to help transition to a secure hybrid work environment.

### Cisco Capital

We're committed to your organization's transformation and recovery. So make the most out of your IT budget with our flexible and innovative payment solutions.

- Cisco Open Pay - Pay only for the Cisco technologies (such as data center compute and storage) you actually consume
- Cisco Easy Pay - Spread out your investment over 3 years at 0% in a single payment
- Security Enterprise Agreement 0% - License enterprise security in a simple, flexible way
- SMB 5% Payment Solution - Acquire what you need, when you need it with our 5% financing.

### Cisco Public Funding Office

We can help you identify and expand grant opportunities by providing you with:

- Visibility to funding that can support your technology needs
- Guidance on how you can maximize available E-Rate funding (schools and libraries)
- Subject matter expertise to support your teams grant writing and application process
- Direct engagement/consultation to align available funding with your agency's initiatives.

**Learn more about funding opportunities.**

**Email: [grantquestions@cisco.com](mailto:grantquestions@cisco.com)**



**“Challenging times  
are where innovation  
comes from.”**

**Chuck Robbins**  
CEO of Cisco

## Summary

The transition to a hybrid work environment, while challenging, is a necessity for state and local government agencies like yours.

By adopting a hybrid work environment, your organization can maintain daily operations and critical citizen services, keep workers safe, scale as your needs change, better manage budgets by moving from CapEx to OpEx, and enable real-time collaboration and information sharing.

However, this move can also drive significant benefits beyond what was initially expected, including:

- Modernization of your IT via innovative cloud, software, and hardware solutions
- Adoption of secure real-time collaboration and information sharing solutions
- A deeper visibility into your networks and better understanding of user behaviors
- Protection by advanced security and data privacy solutions for all your users and their devices.

### Next Steps

Learn more about Cisco solutions and services for state and local government at:

[cisco.com/go/slg](https://cisco.com/go/slg)

## Key points

- Due to the COVID-19 pandemic, state and local government agencies like yours are adopting secure hybrid work environments.
- Your agency has a unique opportunity to leverage FedRAMP approved solutions to improve security, reduce risks, and speed deployment during this transition.
- If your agency is unable to successfully move to a secure hybrid work environment, you risk both short and long-term shocks that may damage your community’s resiliency and impact public trust.
- Several funding avenues are now available to help you enable your transition to a secure hybrid work environment.