Building a platform for smarter government

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

Citizens, business owners and internal employees have higher expectations for state and local governments than ever before, and many organizations are struggling to meet them. Research by the McKinsey Center for Government found that citizens' satisfaction with most government services was far lower than their satisfaction with private sector service.[1] Citizens and other stakeholders desire smart-city initiatives that improve quality of life. They want convenient access to government staff and services. They want to be confident their communities are safe places to live and their personal information is secure. Meanwhile, organizations face the mass retirement of workers, a shortage of IT and cybersecurity personnel, funding shortfalls and more. These trends drive the need for smarter technology and operations so organizations can be as productive, efficient and innovative as possible.

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, their 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 4G LTE connectivity and mobile devices, as well as hardware and software solutions in the following categories: Category 1, Cellular Wireless Services; Category 2, Equipment and Accessories; and Category 3, Turnkey Wireless and IOT Solutions. Under the Verizon Wireless NASPO e-contract, states are eligible for standard consumer and business plans that can qualify for up to a 23% discount. Individual states can negotiate an administrative fee of 1% and thus receive a 22% discount.

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, ensuring 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.

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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 government platform, organizations should start by identifying their business needs and potential use cases. Every purchase should be justified based on its ability to solve an immediate need. From this starting point, other use cases can be developed.

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.

Traffic Data Services

Gain actionable data through Traffic Data Services to help minimize congestion, improve safety and plan future development. These services use deidentified cellular network records to analyze historical and real-time population movement.

Parking Optimization

Optimize parking for additional revenue and reduce congestion. Smart video cameras track parking spot occupancy and send it to a cloud-based dashboard so city planners/parking managers can see trends, model revenue, track violations and help drivers find parking.

Telematics Fleet Tracking and Management

Track vehicles (e.g., cars, school buses, public transportation and public safety vehicles), optimize routing and control costs. This suite of services uses GPS vehicle tracking sensors to analyze fleet resources and activity over time so you can uncover hidden costs and discover opportunities for greater efficiency. Use this solution with Field Force Manager to gain real-time visibility into workers in the field so you can optimize their routes and time—and deploy them more quickly during emergencies.

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 Digital Signage and a Mobile VPN.

One Talk

Mobilize your agency simply, securely and reliably. Use a single phone number across mobile and desk phones so staff can be reached 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.

Digital Signage

Target public safety messages, raise awareness and engage citizens, visitors, employees and businesses. Centralized control allows you to localize messaging and convey rich media and other dynamic, relevant content in near real time.

NetMotion (mobile VPN)

Make sure mobile employees can connect to applications reliably wherever they are—even when coverage is spotty. This mobile VPN uses situational awareness to select the right connection for the devices and applications being used.

GoCanvas

Replace paper forms with mobile apps to simplify data collection, streamline operations and boost productivity. Prebuilt apps can be customized in minutes—without the need for programming. Data collected on employees' mobile devices integrates easily with back-office systems for real-time analysis.

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.

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. Firmware-over-the-air management, device diagnostics, hotspot management and unified endpoint management help you effectively manage mobility, streamline operations and increase continuity.

MobileIron

Become truly mobile with a foundation to manage standards-based security across the mobile-cloud ecosystem. Multifactor authentication, seamless single sign-on and an advanced policy engine let you easily protect agency-issued and personal mobile devices, as well as applications and content, across the enterprise.

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) certified.

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 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 has 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 contract with NASPO (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.

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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. We have experience deploying smart-city solutions in more than 60 locations throughout the country.

Our solutions are founded on a network that delivers the speed, reliability, flexibility and security required to maximize your investments and achieve your smart government goals. Verizon Wireless has been rated #1 in overall network performance in the United States,[5] #1 in network quality performance,[6] best video streaming network in the U.S.,[7] and #1 in 4G availability, 4G coverage experience and video experience.[8]

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1 *Government Productivity —Unlocking the $3.5 Trillion Opportunity*, McKinsey Center for Government, April 2017.
https://www.mckinsey.com/~/media/McKinsey/Industries/Public%20Sector/Our%20Insights/The%20opportunity%20in%20government%20productivity/
Government-Productivity-Unlocking-the-3-5-Trillion-Opportunity-Full-report.ashx

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://www.navigantresearch.com/reports/smart-cities-overview

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%20Sector/Our%20Insights/Smart%20city%20solutions%20What%20drives%20citizen%20
adoption%20around%20the%20globe/Smart-city-solutions-What-drives-citizen-adoption-around-the-globe.ashx

5 Based on RootMetrics® by IHS Markit's RootScore® Reports: 2H 2019. Tested with best commercially available smartphones on four national mobile networks across
all available network types. Experiences may vary. RootMetrics awards are not an endorsement of Verizon.

6 Verizon Wireless received the highest score in the J.D. Power 2017-2019 (V1&V2) and 2020 (V1) U.S. Wireless Network Quality Performance Studies of customers'
satisfaction with their network performance with wireless carriers. Visit https://www.jdpower.com/awards

7 Based on Nielsen overall Video Network Scores using data collected nationally between January-December 2019.

8 Opensignal Awards—USA: Mobile Network Experience Report January 2020, based on independent analysis of mobile measurements recorded during the period
September 16—December 14, 2019 © 2020 Opensignal Limited.
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