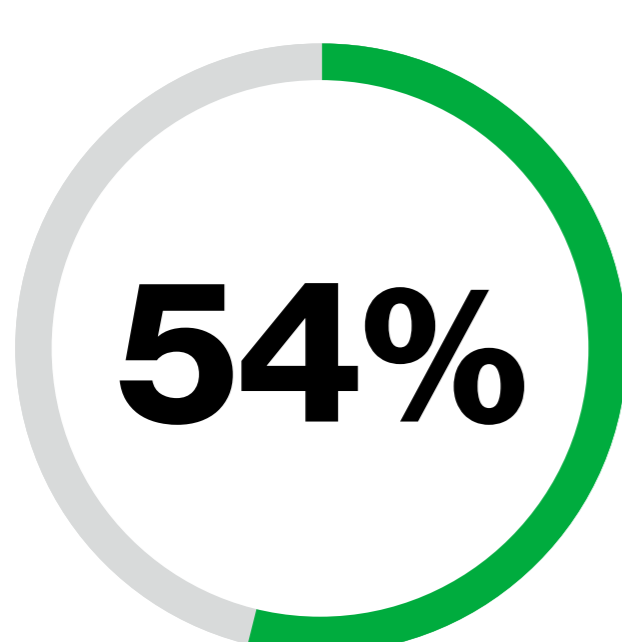


# Business continuity for government agencies

Citizens rely on government services, particularly in a time of crisis. When it's not possible to conduct "business as usual," agencies need a multifaceted plan to help enable 21.1 million employees across state, local and federal government<sup>1</sup> to continue to deliver services remotely. Verizon can help.

## Remote workers need connectivity tools.



**Challenge: 54% of human resources (HR) leaders indicated that poor technology and/or infrastructure is the biggest barrier to effective remote working.<sup>2</sup>**

Solution: Verizon offers a range of technologies to help maintain a connected, collaborative and secure remote workforce.

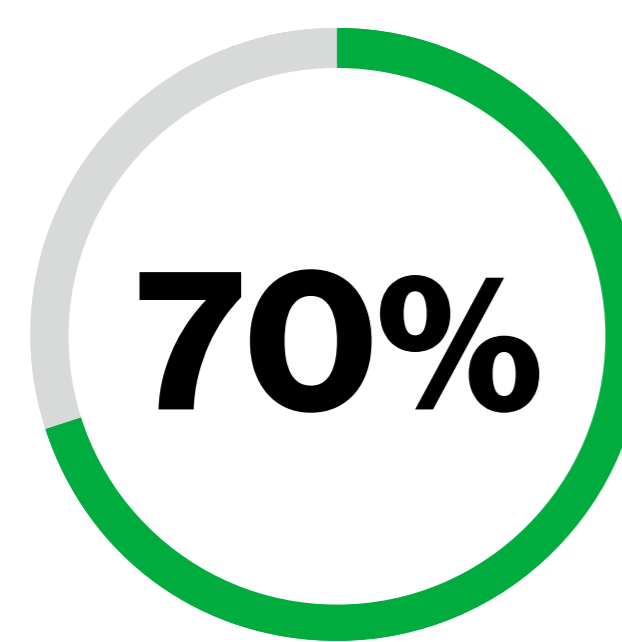
## Reliable, secure and fast internet is crucial for a distributed workforce.

**Challenge: 21 million Americans still lack broadband connectivity.<sup>3</sup>**

Solution: Verizon provides flexible connectivity options, including devices, LTE Business Internet, Private IP and dedicated internet services for remote government workers.



## Employees need to be connected to be effective.



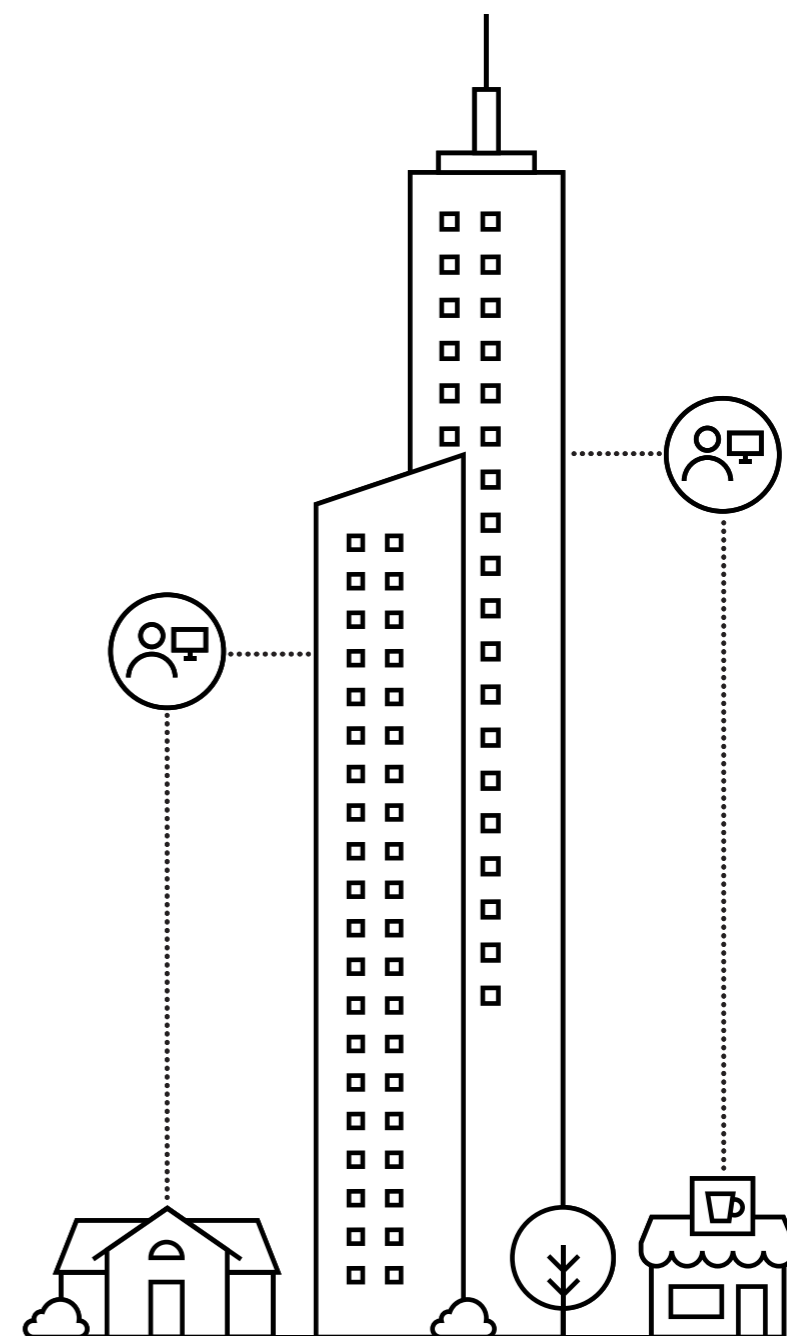
**Challenge: 70% of workers surveyed said maintaining relationships with their coworkers was just as important as their jobs.<sup>4</sup>**

Solution: Verizon offers secure, cost-effective, solutions for web, voice and video conferencing through Cisco WebEx, including a FedRAMP-authorized version.

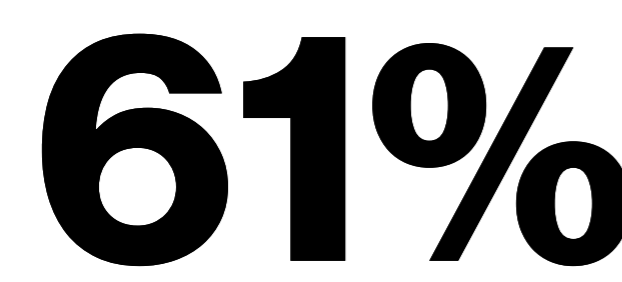
## Agencies need solutions to be more efficient.

**Challenge: In one week, the Department of Workforce Development's Unemployment Insurance Division in Madison, Wisconsin, experienced a 6,208% increase in weekly call volume.<sup>5</sup>**

Solution: The Virtual Contact Center (VCC) for Government helps deliver a personalized and efficient experience to both citizens and your workforce. Internet Protocol Contact Center (IPCC) voice integration adds home-based agent voice capabilities and One Talk allows employees to remotely engage with constituents in new ways.



## Cyber risks continue to affect the public sector.



**The Public Administration section of the 2020 Verizon Data Breach Investigations Report (DBIR) registered that 61% of malware attacks were ransomware.<sup>6</sup>**

Verizon Business Security Assessment allows government to prepare proactively rather than respond to the growing threat of ransomware.

**Keep working.**

Discover how Verizon's solutions can help maintain critical federal, state and local government operations. Visit [enterprise.verizon.com/solutions/business-continuity/continuity-of-operations/](https://enterprise.verizon.com/solutions/business-continuity/continuity-of-operations/)



1 US Bureau of Labor Statistics, <https://www.bls.gov/news.release/empsit117.htm>  
2 <https://www.gartner.com/smarterwithgartner/with-coronavirus-in-mind-are-you-ready-for-remote-work/>  
3 [https://www.pewtrusts.org/-/media/assets/2019/07/broadbandresearchinitiative\\_factsheet\\_v2.pdf](https://www.pewtrusts.org/-/media/assets/2019/07/broadbandresearchinitiative_factsheet_v2.pdf)  
4 <https://www.airtasker.com/blog/the-benefits-of-working-from-home/>  
5 <https://dwd.wisconsin.gov/news/2020/200330-ii-call-volume.htm>  
6 <https://enterprise.verizon.com/resources/reports/dbir/2020/data-breach-statistics-by-industry/public-administration-data-breaches/>