Transforming Citizen Service

Citizen expectations are on the rise, demanding faster, more efficient interactions with government entities along with instant access to information. To respond to these expectations, State and Local CIOs are continuing their transformation journey as they explore new IT delivery models, emerging technologies, and capabilities to implement flexible, efficient, and highly secure digital government solutions.¹ To accelerate progress, State and Local leaders must address significant challenges as they move forward – including relentless cyber threats and a growing workforce shortage and knowledge gap.

Priority one is modernizing mission-critical legacy systems. State and Local governments need solutions that support integration with reliable, secure infrastructures, enable mobile services, and lay the foundation to deploy emerging technologies to empower efficient, effective, and connected teams. State and Local leaders are seeing the positive impact. Today, for example, 78 percent of those who have deployed cloud-enabled solutions say they have lowered their asset investment threshold and improved their ability to innovate.²

Leveraging our strategically aligned businesses, global partner ecosystem, robust services, and flexible consumption offerings, Dell EMC is uniquely positioned to help State and Local governments transform the way they serve. From the edge to the core to the cloud, we deliver a path to responsive, modern government with converged infrastructure, multi-cloud hybrid strategies, mobile enablement, and security built into every step.

DATA CENTER MODERNIZATION

Dell EMC offers a portfolio of solutions, products, and services to accelerate IT transformation. Solutions include:

- **Server and Storage Refresh** – Align the right workloads with the right server and storage environments; Maximize return on infrastructure investment

- **The Edge, The Core, The Cloud** – Enable application capabilities at the edge and maintain data sets at the core; Use converged and hyper-converged solutions with VMware to build a multi-cloud operating model including single pane of glass visibility into the total environment

- **Disaster Recovery and Operational Continuity** – Safeguard your information, orchestrate critical network migrations, and ensure the fastest possible recovery from unexpected disruptions

Figure 1: Dell EMC offers an end-to-end portfolio of solutions for State and Local Government
WORKFORCE TRANSFORMATION

Empower, connect, and secure the increasingly mobile State and Local workforce – driving new levels of productivity and responsive services. Solutions include:

- **Virtual Desktop Infrastructure (VDI)** – Simplify IT management with an end-to-end VDI solution that bundles the full hardware and software stack, reducing performance bottlenecks, improving productivity, and driving down costs

- **Unified Endpoint Protection** – Increase productivity and support BYOD with secure, seamless access to any app with Workspace ONE powered by VMware AirWatch, including an identity-defined app catalog, conditional access, and the ability to revoke access automatically if compliance policies are violated or an employee leaves the agency

DIGITAL TRANSFORMATION

Dell EMC helps manage the mountains of data created by citizens, businesses, public services, and machines (IoT) so government teams can make communities smarter and improve the quality of life for all.

- **Digital Cities** – Implement applications and digital infrastructure including IoT management frameworks and gateways, hyper-converged infrastructure, and Pivotal open source stacks to support business decisions and enable innovative citizen services

- **Data Lakes** – Eliminate storage silos by consolidating data into a single shared volume with access across multiple traditional and cloud-native protocols; Built-in support for big data analytics accelerates time to insight along with robust data protection and security options to safeguard your data

- **High-Performance Computing Environments** – Collaborate with public academic institutions to deploy affordable, modular HPC solutions and find answers to local government’s toughest challenges

SECURITY TRANSFORMATION

Security and risk management is a top priority for State and Local CIOs. Citizen data continues to be a significant target for malicious actors, and with the proliferation of mobile devices, State and Local networks have become more distributed and harder to secure. Protect your data and systems with solutions that include:

- **Cloud Security** – Manage applications across multi-cloud environments including private, public, and hybrid clouds; control data access; and ensure compliance with NIST mandates

- **Governance, Risk, and Compliance (GRC)** – Evolve your GRC program with RSA Archer, a full suite of multi-disciplinary risk management solutions that bring risk information together from multiple departments or organizations to consistently and centrally identify, assess, evaluate, treat, and monitor risk

- **Isolated Recovery** – Enable malware protection, data loss prevention, and ransomware recovery by establishing recovery point objectives, isolating environments disconnected from the network, and establishing recovery and remediation processes
LEVERAGE DELL EMC’S ROBUST PARTNER ECOSYSTEM

Dell EMC combines industry-leading capabilities, public sector expertise, and best practices to deliver reduced risk and complexity and increased agility. In addition, we work side by side with our Partner Ecosystem of ISVs, resellers, integrators, outsourcers, and service providers with State and Local government leaders to build and secure their modern infrastructures – and ultimately help transform the way they serve citizens.

WHY DELL EMC FOR STATE AND LOCAL GOVERNMENTS?

100%

All of the 20 largest U.S. cities use Dell EMC storage and/or data protection solutions

24 out of 24 State governments that would be included in the Fortune 100 use Dell Technologies

of the top 20 largest U.S. counties serve citizens with Dell EMC infrastructure

Learn more about Dell EMC solutions

Contact a Dell EMC Expert