

EMC SOLUTIONS FOR STATE AND LOCAL GOVERNMENT

EMC simplifies transformation for state and local government

ESSENTIALS

- **Improve delivery of citizen services:**
Meet constituent demands for faster, more efficient, and more secure services
- **Increase government efficiencies:**
Reduce capital and operational costs through consolidation, shared services, and cross-agency information exchanges
- **Provide citizen security:** Guard against data loss, secure against unauthorized access, and keep citizens safe from accidental or intentional threat
- **Ensure government preparedness:**
Ensure the “business of government” is prepared in the event of an emergency and can recover in the event of a disruption so that operations are minimally impacted
- **Innovate for long-term sustainability:**
Use technologies such as virtualization and private cloud to move toward a model of connected government which will be viable for future growth and operational models

As state and local government budgets tighten, the pressure for government to perform more efficiently, effectively, and securely grows. Governments cannot afford to sacrifice citizen service delivery, so they are increasingly looking to technology solutions to improve operations, reduce costs, and simplify the delivery of citizen services.

EMC® works with state and local governments to integrate the most innovative technology solutions into their organizations to accelerate modernization and move toward transformative government.

WHY NOW?

State and local governments are investing in consolidation and integrated government models because:

- Information and case management needs for citizen-based services require integration of disparate infrastructure components (i.e., databases)
- Protecting and restoring citizen services in case of a disruption or disaster is a top priority
- Regulations and laws require increased collection and sharing of sensitive data, which requires secure data transfer and storage and tamper-proof authentication of archived records

At every level of government, innovation is about being able to provide a sustainable infrastructure for social, economic, and secure governance. Today, state and local governments are investing in technology as a way to drive this innovation and transform their business and operational models to meet rising expectations from citizens, businesses, and other constituents.

In cities, government transformation improves and protects citizen services through:

- Easy-to-use, online access to government services information
- End-to-end electronic licensing and permitting
- Emergency notification and immediate response
- Applicant tracking systems
- Interoperability



In counties, it is the use of technology for public safety, emergency response, and integrated citizen services—all of which require spatial, visual, graphical, and tabular data for:

- Surveillance
- Fire records management
- Collaborative case management
- Justice and public safety records management

In states, innovation modernizes IT infrastructure and optimizes information management. Centralizing IT management and consolidating services, operations, and resources enables government to efficiently manage data and lower costs. For this reason, states are investing millions of dollars in:

- Shared services
- Consolidation
- Virtualization
- Health information technology
- Private cloud

EMC has helped thousands of customers, across the world and at all levels of government, transform their operations for improved citizen service delivery. State and local government organizations are looking to connected government, shared services, and information security to improve their operations, reduce costs, and continue to deliver the finest citizen services.

CONNECTED GOVERNMENT

Connected government takes a holistic approach to how government works and enables agencies to work with each other to provide solutions to citizens' problems. Connected government focuses on streamlining the way that back-end systems and processes work to bring about the front end of service delivery.

EMC offers an infrastructure platform that enables the configuration and development of shared services running on a scalable, secure infrastructure. This simplifies the management and reporting of the environment, as well as enabling compliance. EMC's strategy for connected government provides government agency executives with the technology platform to support improved citizen service delivery, reduced operating cost and risk, and increased productivity and transparency. This, in turn, increases government accountability, as well as enabling governments to improve their operations and invest wisely for future innovation.

SHARED SERVICES

A paramount goal of state and local government is to control costs while meeting the increased demand for accountability and operational performance. Budget shortfalls have not stopped the demand to invest in new technologies, but rather have increased the focus on investing in the right technologies. Many jurisdictions—at the state and local levels—are re-evaluating their current storage, record, and data retention strategies.

EMC helps governments accomplish more with less by consolidating applications, processes, and storage for shared services across agencies and departments. We can also help centralize back-office functions to enable economies of scale and standardized processes, and improve worker productivity. Our storage and virtualization technologies have helped thousands of state and local government agencies to streamline their operations and reduce infrastructure management costs. EMC helps governments transition from traditional stove-piped infrastructures into more efficient networks that can mitigate risk, achieve compliance, and realize the benefits of a connected government.



CITIZEN SECURITY

Security is one of the biggest challenges facing state and local government, and vulnerabilities must be assessed and prioritized to achieve operational recovery as rapidly as possible. EMC has worked with enough government customers around the globe that we can anticipate the need to respond to emergencies and help government organizations protect their assets and ensure their operations will continue in the event of an emergency.

With RSA® technologies, you can secure critical data and get vital information into the hands of key personnel. Our backup and recovery solutions with EMC Data Domain® and EMC Avamar® equip you to ensure business continuity across multiple divisions, agencies, and jurisdictions—even under the most adverse conditions. In addition, EMC is a leading provider of physical security solutions that improve your video surveillance operations, bring physical security into the data center, and safeguard your organization from a security—as well as a cost savings—perspective.

EMC SIMPLIFIES STATE AND LOCAL GOVERNMENT TRANSFORMATION

Government agencies across the world are at a tipping point. Like organizations in every other industry, state and local government agencies are feeling the pressure to do more with less. Budgets are tight, the mandates for transparent operations are of higher priority than ever before, and citizens are expecting better, faster, and more convenient services. The workforce is undergoing a change as well. A new generation of employees is coming into these organizations, and they are knowledgeable about new technologies and modern ways of doing business. Conditions are perfectly set for IT to take a prominent role in leading a transformation in government operations. New technologies have the power to improve productivity, reduce operating costs, and deliver optimal citizen services.

EMC helps state and local governments manage their growing volumes of information through the entire information lifecycle. We combine best-in-class platforms, software, and services into information infrastructure solutions to help governments maximize the value of their information assets, improve service levels, lower costs, and react quickly to change. We also ensure that governments are operating with compliance, with the utmost security measures, and with reduced management burden.

EMC can help you on your road to a more connected government that shares operations across multiple agencies and segments and ensure that data (and people) are protected along the way.

CONTACT US

To learn more about EMC solutions for government challenges, visit us at EMC.com/publicsector.

EMC², EMC, Avamar, Data Domain, RSA, the EMC logo, the RSA logo, and where information lives are registered trademarks or trademarks of EMC Corporation in the United States and other countries. © Copyright EMC Corporation 2010. All rights reserved. Published in the USA. 12/10 Solution Overview H8512