

# Boost Government IT Team Efficiency

## with ALE Digital Transformation

As an essential contributor to all public sector organisations government IT teams' time is precious. They are under constant pressure attending to daily tasks, resolving issues, managing ongoing projects, and supporting legacy infrastructure. Add to that, digital transformation planning and implementation and it's clear resources are stretched-thin.

## Today's state-of-the-nation

Understanding where we are can go a long way to developing a strategy to move forward.

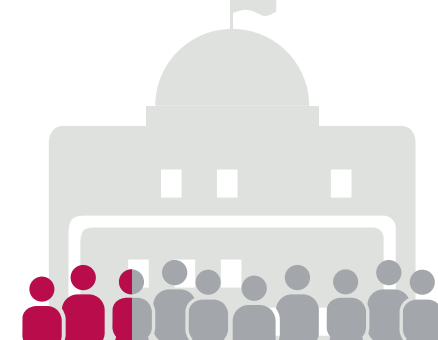
Research under-taken by Deloitte in 2021 indicates that while 75% of respondents believe that government digital transformation has accelerated due to the pandemic, only 26% of governments are considered digitally mature<sup>1</sup>.

# 75%



**75% of respondents** believe that government digital transformation has accelerated due to the pandemic

# 26%



**26% of governments** are considered digitally mature

The good news is, according to KPMG 53% of national government respondents are looking to automate!

# 53%



**53% of national government** respondents are looking to automate

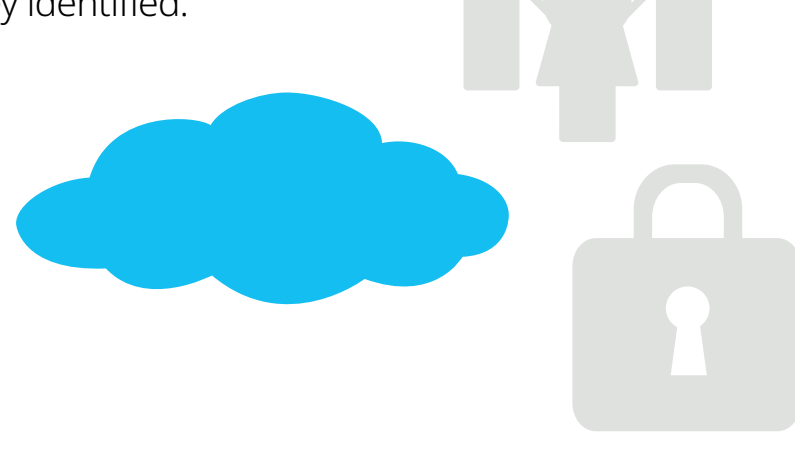
In terms of the top three business issues governments need to address, KPMG identified the following:

- 1 Enable the workforce
- 2 Gain actionable insights
- 3 Improve operational efficiency



Additionally, when asked what they consider to be the most important technology investments, they identified:

- 1 Infrastructure/cloud
- 2 Citizen experiences and engagement
- 3 Security and privacy<sup>2</sup>



## Tackling the challenges



# 43%

**43% of national governments** are projecting that much of the workforce will work predominantly from home

With 43% of national governments projecting that much of the workforce will work predominantly from home<sup>3</sup>, Alcatel-Lucent Enterprise's comprehensive solution offering can help ease government IT teams' digital transformation.

ALE delivers [network](#) and [communications solutions](#), on premises, in the [cloud](#), or hybrid, providing public sector organisations with innovative solutions to achieve successful digital transformation outcomes. ALE's simple, time saving solutions can improve the implementation and maintenance experience.

## Network



- High security features embedded in the management platform and network switches enable zero trust network architectures and **make security part of the maintenance process**
- Unified management platform for wired and wireless provide full network visibility **saving operational, management, and training time**
- An optimised portfolio with one operating system across all switches (including ruggedised) **reduces network management complexity and the IT learning curve**
- Automated deployment and secure Internet of Things (IoT) onboarding **saves time and increases security**
- One network portfolio (wired and wireless) with cloud or on premises management **provides flexibility**
- Open standards **simplify integration**
- Homeworkers connectivity to the corporate network **keep the IT team in control**
- Proactive Lifecycle Management (PaLM) keeps the network up-to-date with software lifecycle, hardware lifecycle, warranty, and support status **reducing the administrative burden**
- Advanced network analytics provide full visibility into wireless, devices and applications, **making predictive analysis much easier, saving maintenance time, and reducing network errors**

## Communications and collaboration



- A single collaboration platform for voice, video, IM, conferencing **simplifies management**
- Recording user training videos on the collaboration platform **reduces calls to the IT helpdesk**
- Voice guides on handsets provide user guidance and **reduces IT support calls**
- ALE Communications Platform as a Service (CPaaS) solution based on open APIs **provides flexibility for comms solutions development integrated into day-to-day business operations**
- On premises private cloud collaboration solution **for high-security environments**
- Alarm notification and workflow management **keep the IT team in control of organisational processes and provide an audit trail capability**
- Easy deployment server for large scale, secure, zero touch handset deployment or plug-and-play for remote users **reducing configuration time**
- Automatic back-up and restore, **provide IT team reassurance**
- Resilience with active or passive server with no human intervention **avoids unnecessary IT emergencies**
- Device and application notification **enabling user notification for preventative measures or cybersecurity threats**

Contact us to learn how ALE can help your government IT teams.

[al-enterprise.com](https://www.al-enterprise.com)

### References

- 1 - <https://www2.deloitte.com/us/en/insights/industry/public-sector/government-digital-transformation-strategy.html>
- 2 - [https://assets.kpmg/content/dam/kpmg/be/pdf/2021/CIO\\_Survey\\_Sector\\_reports\\_National\\_Government.pdf](https://assets.kpmg/content/dam/kpmg/be/pdf/2021/CIO_Survey_Sector_reports_National_Government.pdf)
- 3 - [Ibid](#)