



Smart Cloud Solutions for the Public Sector

As citizens enjoy the benefits of digital transformation in many aspects of daily life, they increasingly expect government organisations to deliver a similar experience for public services. Inclusivity of a population's diverse needs need to be considered at the same time as the reality of reduced budgets, so there is a constant need for improved efficiency. Efficiency can take many forms, such as enabling public workers to give more effective time to citizens, simplifying and accelerating operational activities or improving communication to facilitate easier collaboration between citizens and government.

The goal is to improve the overall experience for the entire community.

Alcatel-Lucent Enterprise provides a full range of cloud communications solutions for all public organisations and employees. With options to integrate communications into applications, government entities can improve the user experience for citizens, residents and tourists and provide a safe, connected environment.



Enhance collaboration and shared services

With mobility and remote working on the rise, cloud services enable a rapid implementation without upfront investment. And with pressure to attract and retain talent and ensure business continuity, the cloud provides more innovative and user-friendly human-centric services – particularly for an agent's digital workplace.

[Rainbow™ by Alcatel-Lucent Enterprise](#) is an enterprise-grade, cloud communications platform that ensures data privacy. Developed in Europe, services are delivered from secure data centres across the globe. It enables simplified shared-service delivery to multiple organisations for economies of scale that maximise investment and support organisation-driven growth and evolution. With Rainbow, public agencies or joint projects between public and private sector benefit from more advanced and secure communications and collaboration.

Team members can join [highly secure](#) audio and video meetings with many participants and simultaneous video streams. Benefit further by connecting existing on-premises Alcatel-Lucent [OmniPCX® OXE Purple](#) to Rainbow to leverage the DECT and deskphones as well as existing investments and configuration. This model offers a fast recovery solution when either system is unreachable.

Navigating [Rainbow Room](#) for videoconferences is simple within or between meeting rooms, and it offers the flexibility to invite multiple services, entities and external contacts. Users effortlessly join the session with a mobile device or web browser.

Solution sheet

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Rainbow Classroom

Creating a collaborative learning experience anywhere

[Rainbow Classroom](#) is a digital tool for training and knowledge-sharing, allowing teams to stay current with new information and exchange real-life cases from their daily experiences, including exceptional situations.

Rainbow Classroom delivers the ideal learning experience for public sector employees to gain valuable knowledge on new

legislation, processes or tools, security and safety risk mitigation, Environmental, Social and Governance (ESG) or cybersecurity.

Training is conducted through virtual multimedia sessions led by experts, utilizing educational features like raising hands, creating workgroups, whiteboard collaboration, analytics and more.

Rainbow Connectors and integration within business applications

Upgrade your communication system by connecting Microsoft Teams or Google to your telephony system with Rainbow™ by Alcatel-Lucent Enterprise.

Many public sector organisations have already deployed some SaaS applications for collaboration, for business purposes, such as Customer Relationship Management (CRM), or for workflow management.

[Integrating collaboration capabilities](#) into your existing application ecosystem simplifies your communication architecture and helps agents optimize their time.

Rainbow integrations allow you to make or receive calls to or from fixed line numbers using the Rainbow platform to connect to your collaboration tools such as Microsoft Teams. This way, all your communications streams will appear in a single interface.

From secure cloud solutions to data privacy

Public cloud solution

The Rainbow cloud-based solution can be used anywhere with no compromise to privacy due to the encrypted data flow between browser, applications and the Rainbow data centre. In addition, Rainbow is compliant with the level of data protection required by the GDPR, ANSI (CSPN), ISO 27001-17-18, ENS in Spain, AGID (Italia), HDS (France), HIPAA and FERPA (US).

Private cloud solution

If your organisation needs a fully encapsulated environment hosted either on premises or in a private data centre, **Rainbow Edge** is the solution for your strong security requirements.

- Hosted in any selected data centre operated by ALE experts to guarantee quality
- No user exposure or link to our global Rainbow Public platform
- Scalable, resilient and can accommodate organization's size and evolution

Alcatel-Lucent Enterprise, a leader in communication and collaboration solutions for government

Create a strong link with your community through digital government and e-democracy

[Modern citizens](#) demand simple and user-friendly digital services, prompt and quality responses and closer connections to elected officials and democratic decision-making processes.

[Rainbow CPaaS](#) simplifies new digital service deployment, promotes digital engagement and fosters a connected social community. It enhances the implementation of secure shared services in the cloud.

By connecting people, objects (Internet of Things (IoT)) and applications like calendars, directories or chatbots or more complex cognitive technology such as artificial intelligence (AI), you can start to automate services and move from reactive and responsive solutions to predictive and proactive. The direct impact will be contained costs while ensuring staff and citizen satisfaction through innovation.

Create a strong social link with citizens:

- Support citizens in locating the right forms
- Notify citizens when official documents are prepared
- Assist agents in delivering prompt, efficient responses
- Enable representatives to highlight community successes
- Get community perspectives about municipal planning (from services to public highways)
- Create chatbots to answer frequently asked questions for tourists and citizens
- Provide notifications about service disruption
- Help citizens connect to the right team with click to connect
- Facilitate 24/7 on-line appointment booking and send reminder to avoid no-shows

Hybrid call centre to support a citizen's preferred medium

In addition to on-premises voice contact centres, [Alcatel-Lucent Enterprise Connect](#) is an AI-enabled cloud solution providing a complete omnichannel contact centre solution that offers email, live chat, social media and phone calls, automating agents' repetitive tasks and integrating with business applications like CRM and ERP. Working with partners, ALE provides cloud solutions to complement on-premises automated attendant and contact centres with conversational AI or AI-based sentiment analysis.

Smart living in a safe environment, from the public smart building to the connected city

- Citizens can use a mobile app to report street or building damage and submit videos or images
- Staff can contact the citizen by text message to get more information or provide feedback on actions taken
- Security first responders can control inputs from IoT, even data correlated by AI/ML for a better decision making process

By managing any kind of alerts, triggers and information, you can enable smart living by providing a safe, green and sustainable, pleasant and attractive environment, from the [smart building](#) to the [connected city](#).

It helps provide predictability and better management of assets and human resources, particularly for [public safety](#).

- Facilitate maintenance and security operations and enable better cross team collaboration and contextual awareness by adding video flows for example
- Easily inform the population with the best means available to communicate
- Reduce operational costs
- Automate some actions depending on sensors inputs (air conditioning, window blinds, ...)

The Rainbow workflow can be configured for predefined rules and actionable scenarios. When a trigger meets predefined rules that can be AI-driven, a series of actions is executed. Alcatel-Lucent OmniVista® Network Advisor benefits from these capabilities for preventive maintenance or protection against cyberattacks.

Rainbow workflow can also be used for automation, people safety or cybersecurity-defined procedures as triggers can be human, IoT or application driven.

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ALE secured and resilient hybrid solutions

No matter where you are in your transformation process, ALE's hybrid solutions such as Rainbow will evolve with you at your own digital engagement pace, ensuring security and privacy while giving you a future-proof platform to continue rolling out innovative services to citizens, agents and representatives by easily connecting people, objects and applications.

For more information visit:

www.al-enterprise.com/en/industries/government

