

## Solutions for State government

Enhance your public service mission with secure, reliable communications

### Delivering the advantages of e-government

E-government offers innovative ways to serve the public with citizen-centric services and e-commerce transactions conducted over the telephone or the Internet. By offering a full suite of web hosting and call center solutions, Sprint is qualified to help you realize the advantages of e-government.

**Take your web site to new levels of accessibility.** Your agency's web site is an increasingly important avenue for communicating with and serving the public. From providing valuable and easily accessible information . . . to delivering self-service capabilities online . . . to streamlining agency operations . . . your web site is the key for making the move to e-government.

Let Sprint manage your web servers in our highly secure data centers and your e-doors can remain open around the clock. You can choose from shared or dedicated hosting options or simply collocate your equipment at a secure Sprint facility.

The Sprint hosting architecture with its "redundant redundancy" is setting new standards for web site accessibility. Equally important, our web hosting data centers are located directly on the Sprint high-capacity IP backbone, providing exceptional network performance and minimal delay.

**Deliver exceptional service in your call centers.** Your agency's reputation for service excellence may rest in large part on how professionally you conduct business day in and day out. Today's sophisticated call center systems and services can make citizen contacts a more positive experience and help control your staffing costs.

Sprint can offer a powerful package of services for improving your call center operations, including:

- Enhanced toll-free services
- Sophisticated call routing options
- Interactive voice response systems
- Network management tools
- Computer-telephone integration
- Consulting services and design
- Outsources call centers; staffing, operations and management
- Web-enabled solutions that enable callers to interact with agency staff via e-mail, online chat, voice over IP, collaborative browsing and more

### Address the mandates of homeland security

Recent events have added urgency to emergency preparedness and emphasized the need for good communications among government agencies of all types, in all jurisdictions. In an emergency, voice and data communications are essential for assuring continuity of your operations and making a rapid, effective response. Diverse agencies and personnel must be able to connect quickly and efficiently with each other and with the public. State and local governments are also facing new Federal mandates for increasing homeland security. Sprint can help your agency with your communications goals for homeland security and help you utilize Federal funds as they become available to improve capabilities for emergency response.

**Empower personnel with "in touch" communications.** Sprint offers a variety of services that can help your staff stay in constant communication and cooperate easily with other

Sprint products can help State agencies deliver many electronic capabilities such as:

- > Online tax filings and payments
- > Electronic license issuance and renewal
- > Automated procurement of supplies and services
- > Online distribution of public information
- > Web-based business filings



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agencies. Sprint IP VPN<sup>SM</sup> and dial-up services can provide easy access to an agency intranet, extranet and the Internet. With Sprint Managed Network Services<sup>SM</sup>, you can rely on Sprint as your single point-of-contact for comprehensive, transport-independent and end-to-end network management services. Sprint Plus<sup>SM</sup> services can offer network design and implementation services as well as assessments so that your network can remain current with changing needs.

Because instant access is vital in an emergency situation, PCS Vision<sup>SM</sup> from Sprint connects users via high-speed wireless data and voice services. And Sprint Managed Hosting<sup>SM</sup> services can provide the reliability necessary for your web servers to deliver timely information to affected residents and the media.

**Enable emergency response and recovery.** Voice and data communications—in a variety of forms, over a variety of media—are a critical element of your agency's ability to handle emergencies. PCS Vision from Sprint can provide a wireless alternative for Internet access and IP VPN connectivity using handheld devices such as PCS Vision enabled phones, personal digital assistants (PDAs) and laptops with wireless cards. Collaboration solutions from Sprint include voice, video and web conferencing to facilitate cooperation with other agencies.

**Protect critical data and information systems.** Emergency situations and other security risks can increase the vulnerability of key IT systems, applications and databases. Sprint can enhance your protective measures with Sprint Managed Security<sup>SM</sup> services that offer features such as managed firewalls, intrusion detection, virus scanning, content filtering and user authentication.

**Secure online exchanges.** Sprint can give your agency numerous options for connecting to the Internet and internal networks, all with security for electronic exchanges. Sprint IP VPN services can provide secure and reliable connectivity between facilities with full management and monitoring. Sprint Global Dial IP<sup>SM</sup> services can allow users to securely connect from remote or off-site locations. Sprint offers one of the broadest ranges of managed network services among service providers today, providing protection for major elements of your communications infrastructure.

### **Keeping government information in the right hands**

With an increase in vulnerability, protecting vital IT resources is an ongoing challenge to stay one step ahead

of the latest threats. State governments must also comply with Federal requirements for data privacy, such as those in the Health Insurance Portability and Accountability Act (HIPAA).

For over a decade, government agencies have depended on the 100% digital, fiber-optic Sprint nationwide network and Sprint security solutions to safeguard information, applications, systems and networks.

**Provide protection with Sprint security solutions.** Sprint can provide a comprehensive suite of security solutions through Sprint Managed Security services, certified security consultants and relationships with leading vendors. These solutions can include:

- A security assessment and vulnerability scan
- Development of a security architecture, policies and procedures
- Agency-managed or Sprint-managed firewalls with virus scanning on the Internet gateway
- Strong user authentication and encryption of user sessions
- Web content filtering

### **Link employees, contractors and vendors over the Internet.**

Virtual private networks (VPNs) extend communications within and outside your agency, delivering high levels of performance, reliability and security. Sprint can give your agency the building blocks for intranet, extranet and Internet VPNs, including up-front design and consulting, hardware, software, transport, security and management options.

### **Sprint—an essential government provider for over two decades**

Sprint has been supporting civilian and military agencies at all government levels for more than 20 years. We take pride in delivering the telecommunications solutions that government agencies can rely on for supporting their primary mission and as a foundation for migrating to e-government.

Whether you need basic services or advanced solutions, your agency can count on Sprint for a future-proofed telecommunications strategy, world-class network infrastructure and noteworthy customer support.

**For more information, talk to your Sprint Government Systems representative at 1-866-766-6820.**

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[www.sprintbiz.com/state](http://www.sprintbiz.com/state)**



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