



High Availability Essential for  
Efficiency, Transparency and Accountability

# Smart Enterprise Solutions for Government



# Providing is Preventing

Have you invested in reliability?

NEC high availability solutions empower government to prevent interruptions that affect operations and public services.

## Market Trend

Changing demographics have placed new demands on the public sector. Civilians expect responsive, efficient and accountable services from their government bodies. They have little tolerance for bureaucratic delays due to inefficient systems and processes, or lack of communication between isolated departments.

The vision of a digital government offers tremendous potential to improve how authorities deliver public services and strengthen communities. Cloud computing, big data, social media and mobile apps expand opportunities for the public sector to connect with more citizens, and better understand the reasons for their perspectives on specific issues.

Facing severe fiscal pressures and security concerns, government organizations recognize that action must be taken to integrate and modernize operations, and enhance services. Innovation and a more digital government can integrate and streamline workflows and processes, as well as help manage data and information effectively.

Implementing multiple communication channels enhances transparency and collaborative governance for a better and more empowered citizen engagement.

## The Challenge: Managing Risks on Tight Budgets

Security issues and conservative investments in IT have generally limited the capabilities and reliability of the current IT infrastructure. The public sector can be slow to adopt new technologies that may require operational disruptions, as these can strain organizations already facing limited resources.

Many government agencies are hindered by obsolete and segregated systems that are costly and time-consuming to maintain. Not only are legacy systems inefficient, they can put the organization at risk for cyber-attacks or complete system failures. Changes to mission critical IT also require

acceptance from a wide range of affected stakeholders. Despite the challenges, government leaders remain committed to transforming their operations to create an integrated, transparent and effective infrastructure, for the improvement of public services and citizen participation.

## Serving Constituents Effectively

A unified government system eliminates role redundancy and departmental silos to streamline communication with constituents. Centralized contact centers, integrated public safety and justice systems, and simplified tax and revenue collection processes help to improve efficiencies that translate into lower operational costs and speedier processes.

With IT systems playing an increasingly pivotal role in delivering open and collaborative public services, they require a stable and reliable IT infrastructure. Measures that minimize the risk of system downtime are growing in importance.

The vision of a smart enterprise for government application places greater importance on the ICT infrastructure and how systems are maintained. Any interruption in accessing information or applications can hinder the effectiveness of key government functions. Preventing downtime of these IT systems is essential for preserving ongoing government operations, and enhancing the wellbeing of its citizens.



## Invest in Reliability

Keeping mission critical systems operational is imperative as downtime of critical government services can impact so many aspects of people's everyday lives within the community. Downtime of critical applications can have wide-ranging economic, security and legal consequences. Businesses experience serious losses of revenue and customer relations during a failure, but the impact on government agencies can be particularly devastating. The business of governing comes to a complete standstill when communication with citizens is interrupted. Beyond the distress of lost access to basic services, like public health and social programs, there can be massive financial and security risks from extended downtime of essential public safety services, border controls, and national defense. Beyond potential hardware, software, or network failures, temporary system outages may occur during planned maintenance and upgrades. Extended system disruptions can result from unexpected natural disasters or fire. Beside the additional costs incurred to remediate the problem, governments can also run risks of severe penalties.

## Unparalleled High Availability from NEC

NEC's dependable high availability solutions actively prevent application downtime and harmful data loss. Potential problems can be detected and proactively addressed before downtime interferes with government business. NEC offers solutions that virtually eliminate interruptions resulting from planned, as well as unplanned downtime. Providing wide coverage to monitor potential points of failure, NEC's high availability solutions can be tailored to the unique needs of most environments.

## Benefits to All Stakeholders

### Government Leaders:

- Investment in a high availability solution costs far less than dealing with "fire drills" to manually correct critical system failures. The cost of adopting a high availability solution should be assessed against the risks of cyber-attacks or failed public services.
- NEC's high availability solutions enhance government efficiency, transparency and effectiveness.
- High availability technologies from NEC help to improve productivity and communication, strengthening the communities being served.
- Downtime on a single system can be challenging, but failures of centralized systems pose a more far-reaching threat.

### IT Managers:

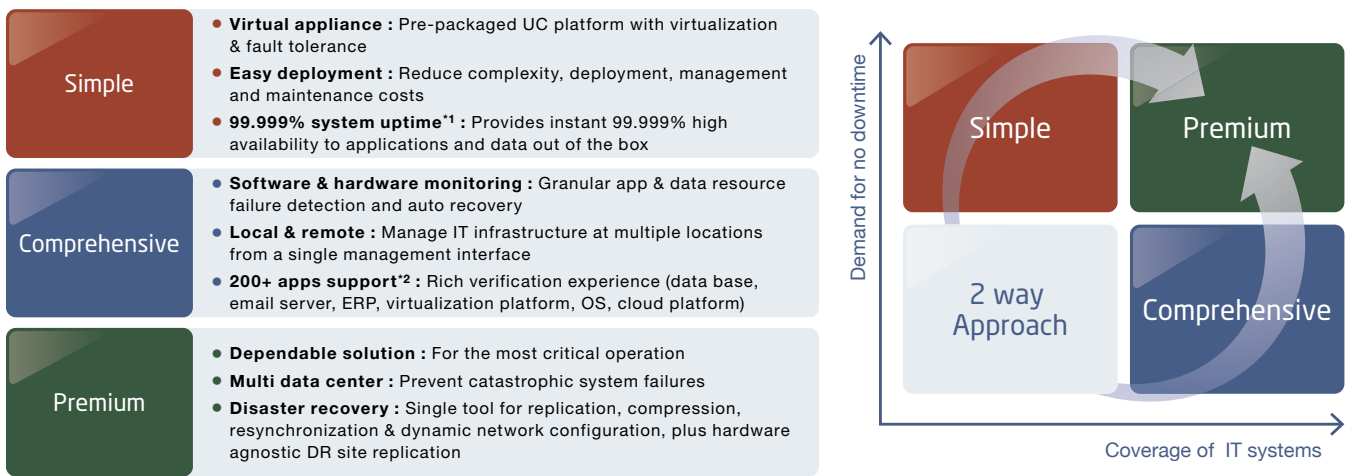
- For IT managers who desire fast and easy solutions to handle a complicated system recovery, NEC offers high availability by simply applying hardware solutions as a starting point.
- To monitor the point of potential failure over a wide area, NEC offers comprehensive software solutions that can be layered on top of the hardware to provide even higher levels of protection.

### Citizens and Community:

- The true value of high availability is ensuring stable operations to support the citizens and the community. NEC's high availability solutions ensure that mission critical services are available whenever they are needed. The result is an empowered community where citizens can fully rely on real-time access to the information and services they need.

With a wide range of technologies and over 100 years of experience in the IT industry worldwide, NEC Smart Enterprise Solutions for government empower IT divisions and government leaders to realize better efficiency, transparency and uptime by preventing system failures and outages, and mitigating risks in advance.

## NEC's flexible choice to start high availability solutions



\*1 An average of less than 6 minutes downtime per year. This is a theoretical value calculated by NEC. The actual availability of any particular system may differ. \*2 Verification experience with 200+ applications as of April, 2016.

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