

Hybrid Workforce, United Experience

Foster a more connected
government through
inclusive collaboration—in
and outside the office.



Hybrid work may require two wardrobes. It doesn't need two tech setups.

Governments are built on fulfilling the needs of their residents through a variety of services that create a foundation for secure, connected communities. Historically, services have been facilitated and transacted face-to-face in a physical government space. Now, with the world evolving, states and localities must adapt to a hybrid way of working or risk employees and constituents feeling disconnected, or worse—losing them.

At Cisco Meraki, we believe positive community experiences can be provided through one single platform—regardless of where employees sit (or what they're wearing).

Built from the cloud up

If the government can run from wherever employees work, can the network?

The answer is yes. The answer is the cloud.



HYBRID WORKFORCE

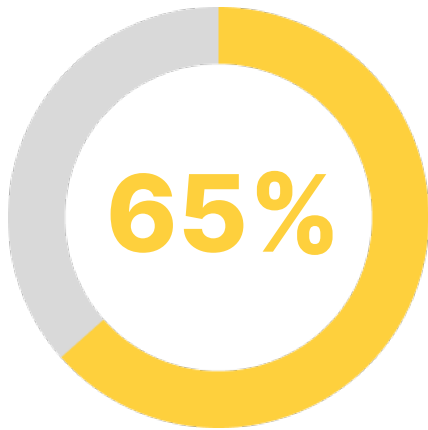
Government happens anywhere

Deliver true connected communities by making sure employees have intuitive, consistent, and seamless access to the tools and services they need to serve their constituents, no matter the device or location.

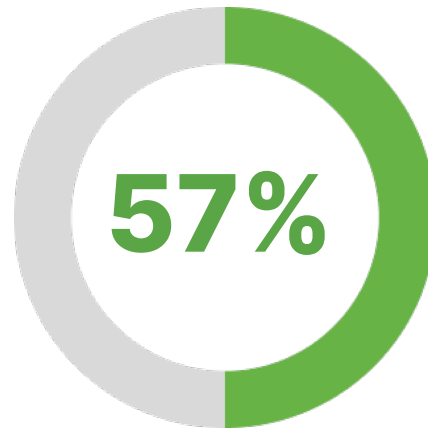
Managing these solutions shouldn't make your government IT team want to break out the aspirin, either. At Meraki, our platform is all about making hybrid work for you and your employees.



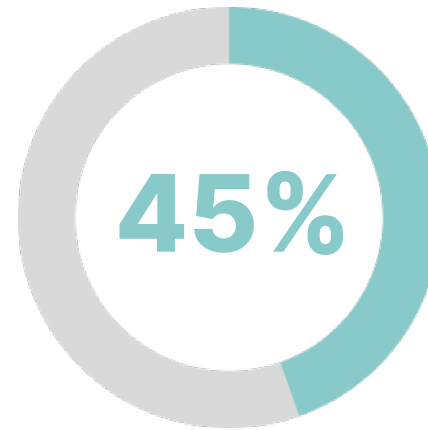
Challenges by the numbers



report it's extremely or very challenging to enable employees to work the way they want, when they want, while also ensuring security and compliance.



say it's highly challenging to provide consistent, seamless, location-agnostic support for employees.



say network connectivity is the top challenge faced while instituting or planning to institute a government hybrid workplace.



Top focus areas for supporting hybrid workers include enabling collaboration, improving productivity, and closing security gaps.

Enable your workforce with Meraki solutions that feature:



RAPID-FIRE SECURITY

that spans LANs, WANs, and cloud applications, incorporating enforcement, monitoring, and performance.



REAL-TIME CLOUD MONITORING

for visibility and transparency, giving a comprehensive view across networks and on-premises and cloud-managed devices.



THE POWER OF BYOD

so it's simple to provision, monitor, and secure thousands of devices via one intuitive dashboard.



ADVANCED ANALYTICS

that deliver actionable insight into business-critical applications and network links.



SECURE, NEXT-GENERATION WI-FI 6E

to ensure your touchpoints get online quickly and easily, leveraging the latest Wi-Fi specification with backward compatibility.



AN ECOSYSTEM OF PARTNERS

that uses open APIs to develop applications for vertical and horizontal use cases.

HYBRID WORKFORCE

Government IT leaders: hybrid is for you, too.

You've created a world where you can hire talent that demands flexibility and allow them to provide government services no matter where they choose to work. That's great for your employees, but what about the technology professionals who support these individuals?



A hybrid government workforce isn't sustainable if your IT team can't enable and manage the flexibility. Enhance experiences for everyone—from everywhere—by deploying a cloud-first platform that has:



UNIFIED ACCESS

with consistent policy and visibility for wired and wireless users.



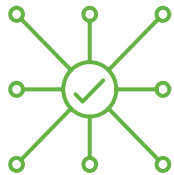
SD-WAN AND SECURITY

to ensure protection and prioritisation of critical traffic across local and wide area networks, plus the cloud, at all times.



CELLULAR WAN

that delivers resiliency, agility, and performance with policies to route traffic over MPLS, broadband, and cellular.



NETWORK VISIBILITY

to optimise the end-user experience and reduce time isolating network problems.



CLOUD-FIRST MANAGEMENT

of thousands of devices to easily oversee hybrid workforces, regardless of users' locations.



COMPLETE TRANSPARENCY

to see across physical and digital assets via the intuitive Meraki dashboard—and transparent pricing to match.

Our intuitive platform equips governments to adapt, scale, and meet the evolving needs of hybrid workforces.

Let's delve deeper into how we can help deliver outcomes across three distinct workplaces.



Return to city hall

GOALS

- Provide seamless, secure connectivity across touchpoints
- Manage on-premises and network devices on one dashboard
- Enable quick responses to intruders and cyberthreats
- Maximise productivity and optimise workflows
- Expand available desks and rooms for hybrid workers

CHALLENGES

- Enforcing policies and cybersecurity for employees who are working remotely and in the office
- Combating constraints to the network
- Finding a way to manage on-premises and network devices
- Avoiding new complexity when supporting hybrid workers
- Bringing apps and employees back to the office
- Knowing the availability of desks and conference rooms

OUTCOMES

- Securing devices and data at scale with automated provisioning and policy enforcement via Systems Manager
- Managing cloud-based and on-premises devices via the Meraki dashboard with complete visibility into network and application performance
- Creating smart spaces with MV cameras and MT sensors
- Boosting productivity and connectivity with MR access points in the office and Z3 gateways at home
- Enhancing employee experiences by monitoring air quality using MT sensors and the Meraki dashboard



MR ACCESS POINTS



MX CLOUD-MANAGED SECURITY



MV CAMERAS



MS

MARKETPLACE PARTNERS



Streamline and automate troubleshooting of on-site and remote workers. Improve collaboration with tools for everything from 1:1 meetings to large-scale events.



Automate workflows, enable desk/room booking, improve workplace performance, and gain long-term insights about the way users are engaging with your government workspace.

Governing from home

GOALS

- Improve productivity and interaction
- Ensure employees, whether working remotely or on-site, maintain equal access to networks and resources
- Create seamless, scalable, and delightful experiences for all

CHALLENGES

- Creating complete connectivity and coverage for multiple locations and devices
- Eliminating time-consuming manual processes for policy enforcement and device provisioning
- Finding alternatives and complements to on-site onboarding procedures for new employees
- Overcoming the complexity of integrating physical and network security into a single point of control
- Customising security based on business need without creating bespoke systems for IT teams to support

OUTCOMES

- Accelerate onboarding by using Systems Manager to automate provisioning
- Remediate issues before users create help desk tickets with Meraki Health for network analysis
- Gain complete transparency across your network performance with Meraki Insight
- Optimise connectivity and deliver the positive experiences of next-gen Wi-Fi with the Z3 teleworker gateway for remote and home employees



SYSTEMS MANAGER



MERAKI INSIGHT



TELEWORKER GATEWAY

Provide services from the road

GOALS

- Enable employees to support constituents remotely via seamless communications and access to data
- Ensure end-to-end security
- Oversee cloud and on-premises networks
- Empower teams to support hybrid colleagues
- Delight employees and end customers with a seamless experience

CHALLENGES

- Enforcing manual policy and device-provisioning processes
- Significant time required to onboard remote employees
- Performance degradation caused by high traffic volume to key business applications
- Managing cloud and on-premises networks in a simple manner
- Inconsistent connectivity issues that impact remote employees' overall productivity

OUTCOMES

- Dial up remote VPN profiles to secure remote employees with the help of Systems Manager
- Use the Meraki dashboard to manage cloud and on-premises networks and applications, regardless of where employees or IT staff are located
- Automate provisioning via Systems Manager to speed up onboarding
- Give IT complete transparency into network performance and potential problems with Meraki Insight
- Deliver Wi-Fi 6E benefits like reliability and security plus optimised connectivity to remote workers, wherever they are, with Z3 teleworker gateways



MERAKI INSIGHT



SYSTEMS MANAGER



TELEWORKER GATEWAY

MARKETPLACE PARTNERS

PagerDuty

Integrate and customise alerts from Meraki to immediately inform key teams.



Enforce integrated zero-trust security for all users, devices, and applications.

Wrapping it up

Building a connected community requires a hybrid government. One where needs are met with services that are delivered no matter where employees sit or where residents are located. One that allows flexibility for the workforce when attracting and maintaining talent. Governments must facilitate this modernisation by building a network that can support both on-site and remote access.

Remove the complexity, ease the transition, and deliver a hybrid experience through a platform that converges IT, physical security, and IoT.





We power governments. Any time, any place, any device.

To learn more, visit Meraki.com/HybridWorkforce