



Government Telework Solutions Enabling a Mobile, Inclusive, and Resilient Workforce

Delivering Your Organization's Mission Securely and Cost-Effectively over the Network

The concept of telework is not new. In fact, governments globally have long recognized its value to help solve continuity of operations mandates, as well as workforce recruitment and environmental sustainability challenges. What's more, telework continues to be part of a larger trend toward borderless collaboration in government. The vision is to create a sustainable, inclusive, and resilient government workforce that can securely collaborate to educate, protect, and serve from any location. The notion is that work is what you do, not where you are.

Cisco understands that today, technology is enabling teleworkers to become more productive and connected, allowing government organizations to recruit the best talent, regardless of location. At the same time, teleworking allows the employee to find the optimal life-work balance and job satisfaction, while maintaining productivity and delivery of their organization's mission.

So how do you identify the right telework solution for your organization?

Embrace your network as a workforce efficiency resource to mitigate the real or perceived risk associated with a mobile workforce and maintain employee trust, while reducing operational costs through technology adoption.

Cisco Telework Solutions

Cisco® telework solutions provide options to address all types of teleworking situations. The products and services found in Cisco telework solutions enable government organizations to provide the optimal secure, reliable, and seamless solution for their workforce. These solutions can help ensure reliable and consistent access to your organization's critical information.

Cisco Telework Solution Benefits

- **Ensure continuity of operations (COOP):** Government workers can work from home or remote locations during bad weather, disasters, or pandemic outbreaks.
- **Improve workforce efficiencies and morale:** Telework can provide a return on investment (ROI) from increased productivity. At Cisco, for example, internal surveys indicate that for every 60 minutes employees save on commuting, they work an extra 40 minutes. Avoiding lengthy and expensive commutes improves job satisfaction, and satisfied employees are generally more productive.
- **Achieve environmental stability:** Telework helps reduce government carbon footprint.
- **Reduce costs:** In some entities, the ROI from telework includes real estate savings through office consolidation and reduced energy consumption.

Cisco Telework Solutions: Aligning to Government Needs

Cisco has developed technology solutions that support the government workforce with the understanding that the needs of teleworkers vary depending on the frequency and type of information necessary to perform their jobs. In terms of the technology required for telework, there is no "one size fits all" solution. To optimize telework solutions for government, organizations of any size must understand the unique requirements of the individual end users while providing a consistent, secure operating environment for all users, regardless of location, by taking advantage of the network.



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Government Telework At-A-Glance

Five Scenarios Where Teleworking Makes Sense

Government users can work anywhere, anytime, using secure voice, video, and real-time data:

1. Mobile workers access email and other applications on an iPhone, iPad, or Cisco Cius™ business tablet using Cisco AnyConnect Secure Mobility Client. This scenario typically involves a worker who works remotely occasionally.
2. Mobile worker uses a home/kiosk PC using a virtual desktop and Citrix. This is typically a worker who occasionally works remotely from home or from a nongovernment-issued computer.
3. Mobile workers use government-issued laptops with Cisco AnyConnect Secure Mobility Client.
4. A person who teleworks full time from their home and uses the Cisco Virtual Office solution. A secure connection and a Cisco IP phone provide the worker with full access to the network.
5. An executive who works at home, like the Tier 4 worker, would use the Cisco Virtual Office solution but might opt to take advantage of a Cisco TelePresence system as well.

Cisco Virtual Office Solution

The Cisco Virtual Office solution provides secure, comprehensive network services to workers at locations outside the traditional corporate office, including teleworkers, full- and part-time home-office workers, mobile contractors, and executives. By providing extensible network services that include data, voice, video, and applications, the Cisco Virtual Office effectively creates a complete office environment for employees, regardless of their location.

Cisco OfficeExtend Solution

The Cisco OfficeExtend Solution is designed to deliver interactive multimedia access to networked business services from the remote office while maintaining home network activities. Cisco delivers the only zero-touch deployment solution with full 802.11n wireless reliability and performance that operates simultaneously in the 2.4-GHz and 5-GHz radio frequency bands, avoiding congestion caused by residential devices. Additionally, the solution enables IT to centrally manage, maintain, and secure the teleworking environment in coordination with all other WLAN access points. This unique, cost-effective solution provides a headquarter user experience to today's teleworker, seamlessly, reliably, and securely, for business continuity and reduction in cost.

Cisco AnyConnect Secure Mobility Client

The Cisco AnyConnect™ Secure Mobility Client consistently raises the standard in remote access technology by making the telework experience more seamless and more secure than ever. The Cisco AnyConnect Secure Mobility Client provides a secure connectivity experience across a broad set of PC- and smartphone-based mobile devices, such as the Apple iPhone and iPad. As mobile workers roam to different locations, a secure and always-on, intelligent VPN enables the Cisco AnyConnect Secure Mobility Client to automatically select the optimal network access point and adapt its tunneling protocol to the most efficient method, such as Datagram Transport Layer Security (DTLS) protocol for latency-sensitive traffic, including voice-over-IP (VoIP) traffic or TCP-based application access.

Cisco Services and Services from Our Partners

Cisco Services and services from our partners help you cost-effectively deploy secure mobile access to business-critical applications and interactive multimedia collaboration while improving operational efficiency. Based on industry-leading practices, these services help accelerate your transition to an advanced mobility architecture that optimizes performance, reliability, and security.

Work Is What You Do, Not A Place





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Government Telework At-A-Glance

Additional Technologies for Telework

Additional solutions that contribute to successful telework include:

- **Cisco TelePresence:** With Cisco TelePresence® Extended Reach, you can expand telepresence deployments to remote locations, such as branch offices and other remote sites, where multi-megabit bandwidth is unavailable or too costly.
- **Video:** Virtual office solutions from Cisco can empower teleworkers regardless of one's location. Government entities use virtual office solutions to securely extend their reach to a remote workforce with onsite-quality video, voice, wireless, and data services.
- **Cisco WebEx:** Convenient, online meetings make it easy for government employees and virtual teams to work together regardless of the location. Teleworkers can join Cisco WebEx® meetings right from their own mobile devices.

Summary

Cisco Telework solutions provide full office capabilities that:

- Facilitate remote management and collaboration
- Reduce costs and travel expenses associated with business travel
- Enable high-quality video communications
- Leverage the network as the foundation to provide telework solutions
- Provide transparent and secure office resiliency from employee's home or other designated location
- Deliver premium, IP voice services
- Facilitate on-demand conferencing and collaboration through Cisco WebEx

Why Cisco?

- Cisco offers an architectural framework for cross-organization collaboration, transformation, and government-wide technology integration.
- Cisco extends core Cisco Borderless Networks policy and security services into the teleworking environment for end-to-end visibility and control throughout the network.
- Cisco delivers technical thought leadership.
- Cisco technology helps make teleworking environments highly secure.
- Cisco provides a secure network as a platform to enable an organization's transformation.
- Cisco Capital® is uniquely positioned to provide you with highly competitive and flexible financing options for Cisco telework solutions.
- Cisco Services and services from our partners help accelerate your transition to an advanced mobility architecture that optimizes performance, reliability, and security.

Learn More

For additional information about facilitating telework, which allows organizations like yours to safely and securely operate under normal circumstances or during any unexpected event, contact your Cisco representative or visit:

www.cisco.com/go/telework