

# Network upgrade helps state employees get ready for work-from-home mandates.

As early adopters of digital transformation, this mid-Atlantic state was better prepared for managing the effects of the pandemic.

## Challenges

This state needed to complete the digital transformation of its network, even amid COVID-19 stay-at-home mandates.

This required:

- Upgrading a dated legacy network to a secure, world-class digital communications network
- Agile services and transparency into project status and cost
- New capabilities and upgrades for end-of-life equipment
- Streamlined implementation processes to improve employee productivity

## Solution

To help this state meet the current and future needs of its citizens and employees, Verizon is fully managing all voice, video and data services. This Verizon solution provides services for:

**2.2k**

network locations across  
65 state agencies

**56k**

employees

**8k**

refreshed devices

“[This mid-Atlantic state] is entering the next generation of IT services for state agencies. Work being undertaken today will have positive impacts on our community for years to come.”

–Chief Operations Officer

The Verizon solution includes:



### Managed WAN and LAN

With “feet on the street” technical dispatch, Verizon engineers quickly arrive on-site to manage agency locations and infrastructure



### Professional Services

A strategic partner in designing, staging, implementing, engineering and building the state’s network



### Customer premises equipment

Updated routers, modems and network equipment from Verizon



### Network security

Cybersecurity for the state with Secure Cloud Interconnect and Secure Gateway



### Unified Communications and Collaboration as a Service (UCCaaS)

Advanced communication and collaboration tools, including VCE, integrated voice, instant messaging, video conferencing, Webex and Jabber

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## Outcome

As a result of the partnership with Verizon, the state was able to transform and upgrade its existing networks without disrupting everyday business operations. It now has:

- A workforce that's positioned to transition to work-from-home
- Rapid network migration with Verizon's knowledge of the state's infrastructure
- Improved employee communications with advanced collaboration tools
- Gained cost and budget predictability with a pay-for-use model
- A maintained statewide infrastructure that enables agencies to scale and adopt new technologies when needed

**Find out how Verizon Professional and Managed Services can help your agency rapidly innovate and adapt to manage almost any situation life throws at you.**

**Contact your Verizon Government Account Manager.**

**“The ongoing investments made in the state's infrastructure were not just to meet the current needs of our citizens and employees, but to make this state ready for the future. While we could never have anticipated what 2020 would bring, we know that thinking ahead helped us quickly transition to a remote workforce—and that ultimately helped us better serve our citizens.”**

–Chief Information Officer

## Why Verizon

We work to help government agencies run their best. With our proven technical expertise in the public sector, you get in-depth support to help align your network and solutions with your objectives. We offer Professional and Managed Services across a wide spectrum of technologies and will partner with you to help strategically plan, implement and manage them every step of the way.