3com

3Com Delivers Secure World-Class Communications
to State and Local Governments

Unprecedented Challenges
Powerful Solutions

The pressures today on state and local governments are greater than ever. Handicapped by limited resources, they must deliver services to constituents faster, more effectively and more economically. They also need to streamline internal processes to enhance productivity, better capture and share data, and control costs to taxpayers. To meet these challenges, state and local governments are re-inventing how they operate by turning to e-governance, a strategy that uses digital technologies to dramatically improve services, communications, and data sharing.

These also are uncertain times and state and local governments must respond to the urgent demand for homeland security. Government agencies need to implement threat prevention and disaster recovery strategies and respond effectively to all manner of emergencies. To manage disaster and relief efforts, they must rapidly recover voice and data services should routine communications fail. Their infrastructures must allow for the quick establishment of mobile command centers and emergency services, ensuring the continuity of crucial government operations.

Moreover, as e-governance proliferates, state and local governments must protect the confidentiality of online transactions. They also must safeguard the burgeoning data warehouses that store sensitive information such as court and tax records.

To meet all of these demands, state and local governments require a new generation of communication solutions. 3Com specializes in such solutions and is partnering with increasing numbers of administrations to help transform their business practices to e-governance. We offer families of best-of-breed products that upgrade communications with constituents, contractors, vendors and departments to accelerate the secure delivery of services.

Recognized worldwide for their technical excellence and ease of use, 3Com solutions provide the pervasive networking essential to e-governance. They link distributed agencies and sites, from city hall to remote offices, into cohesive communication infrastructures that are radically simple to manage. They integrate voice and data communications for greater efficiencies and cost-savings. Our products deliver industry-leading functionality, scalability and flexibility. Whether protecting communities from natural disasters or malicious disruption of operations, governments can depend on 3Com solutions for high-level security and emergency preparedness.

E-governance uses digital communications and the Internet to improve the flow of information and the delivery of services. It enables agencies to bolster enterprise and constituent relationship management by providing the public and vendors with 24x7 access to services and data. From licensing and permit applications to tax payments and social services, citizens and suppliers can access web portals, intranets, or extranets to retrieve data, conduct transactions, and communicate with agencies. Governments can deploy electronic record keeping and e-forms and applications for real-time processing. Employees can rapidly access information and resources from data warehouses and server farms. As a result, governments can greatly reduce paperwork, streamline operations, improve oversight, boost productivity, and better serve the public.

At present, however, the majority of state and local governments labor with legacy data and voice systems that lack the power to support sophisticated e-governance applications. Clearly, these administrations must modernize and expand their networks.

Empowering Government to Empower People

3Com helps governments rebuild their communications infrastructures by providing a rich array of solutions that deliver high functionality, simplicity, and value. Our systems offer governments the flexibility to completely overhaul their communications at once or upgrade their assets over time. They are standards-based for ease of use and offer interoperability across systems. Our portfolio of experienced VARs enhance the delivery and deployment of these solutions to our customers

3Com Offers Complete Solutions
3Com provides end-to-end solutions that make migration to e-governance easy and affordable. From enterprise switches, network interface cards, and wireless links to innovative phone systems, firewalls, print servers, and more, 3Com systems deliver the full gamut of services that governments require, including support for video-conferencing and the most advanced e-governance applications.

Communications Anywhere, Anytime
3Com's networking systems provide robust, reliable connectivity for government facilities of all sizes. They can link multi-agency buildings, small offices, and remote users—whether across the street or across the state—into seamless infrastructures that let agencies stay open 24 hours a day. Our solutions can endow even the oldest government building with state-of-the-art communications. They are versatile and simple to deploy, allowing communications to be established anywhere at a moment's notice.

The Efficiency of Network Convergence
3Com pioneered the integration of voice and data services with the most reliable solutions in the industry, providing 99.99% uptime. Our innovative telephone systems utilize existing Ethernet local area networks (LANs), eliminating the costs of separate systems for voice and data services. They permit state and local governments to

provide new levels of constituent support by making advanced call-center functionalities affordable to even small agencies. 3Com solutions also enable next-generation e-governance applications, such as click-to-talk, which allows users to speak to an agency representative directly from a website, or click-to-chat, which uses websites to provide instant messaging between departments and the public.

Extraordinary Ease of Use
With state and local governments lacking the IT resources of the private sector, their solutions must be almost effortless to maintain. 3Com systems feature plug-and-play simplicity. Their unprecedented ease of deployment and use eliminates the costs of specialized training for both administrators and employees. They provide additional value with features like free software upgrades and lifetime limited hardware warranties. As a result, 3Com systems relieve pressure on beleaguered IT staffs, deliver rapid returns on investment, and offer extended cost-savings over their lifecycles.

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3COM SCENARIO

How e-Governance Can Work: Building Better Business-to-Government Communications

A city government in the northeast had become mired in paperwork dealing with vendors of everything from paper clips to sanitation trucks. Its procurement department was swamped processing hard-copy records and besieged by phone calls from suppliers inquiring about orders and payment status.

To avoid adding workers and increasing inefficiencies, the city decided to implement an extranet to speed the processing of forms and enable vendors to conduct all of their transactions with the department online. The procurement department, however, had a legacy LAN that was unable to support additional traffic. The city also wanted to keep its vendor information secure and out of the public domain, but it did not want to grant vendors unfettered access to the department's network and data. Moreover, the department required solutions that were easy to manage.

To resolve these issues, the city deployed 3Com systems because of their simplicity, performance, and value. First, it upgraded the department's LAN by installing 3Com SuperStack® switches for high-speed, function-rich connectivity. The systems were trouble-free to deploy and their built-in network management application let administrators configure them easily and quickly. To ensure the most rapid networking down to the desktop, the city also installed 3Com network interface cards in the department's computers. It also connected a large server to one of the 3Com switches and installed its extranet applications and vendor data on it.

The city then installed an easily managed, scalable SuperStack 3 Firewall between the LAN and its Internet connection. It provided its vendors with virtual private network (VPN) and authentication services. The VPNs permit each vendor to obtain a secure path to the firewall and authentication enables them to pass through the firewall and access only the extranet on the network.

As a result of its 3Com-powered e-governance strategy, the city now exchanges data and processes transactions with vendors in half the time and for half the cost. Vendors access their information on the department's extranet whenever they want, greatly reducing the volume of phone calls and paperwork the department must handle. Using the 3Com network, employees rapidly access the extranet server to process data in real-time. The firewall ensures that the entire system is safe from any intrusion and that parties obtain only the data they are authorized to access. For still greater levels of productivity and cost savings, the department has the infrastructure in place to deploy 3Com's networked telephony solutions and even more advanced e-governance services.

3Com networking solutions provide a rock-solid foundation for 21st century government

3Com networking solutions provide a rock-solid foundation for 21st century government. They deliver the bandwidth and reliability to support all manner of e-governance operations while stretching tight budgets.

Our scalable Gigabit Ethernet switches offer powerful backbone connectivity for the largest government facilities. They provide wirespeed performance, even over legacy copper wiring. They feature advanced functionalities like Layer 4 traffic prioritization for the latency-free delivery of such time-sensitive traffic as voice and video services.

For workgroups or small to mid-size sites, our 10/100 Ethernet switches are available in a range of configurations to precisely meet every networking need. Our modular switches provide robust performance at low cost and ensure convenient deployment even where space is limited.

Voice Solutions that Enhance Services and Streamline Costs

3Com's industry-leading IP-based telephony solutions are revolutionizing voice services around the world. They converge voice and data services on Ethernet infrastructures for dramatically improved functionality and convenience. They endow any agency, department, or office with many of the features of high-end

PBXs—including voicemail, automated attendants, and dial plans—at a fraction of the cost and without the complexity. More and more state agencies, local governments, and even law enforcement agencies are entrusting their voice services fulfillment to 3Com networked telephony systems.

Thanks to their incomparably simple deployment, 3Com voice systems are ideal when phone services must be established quickly. In the event of emergency, law enforcement and relief management agencies can set up telephone services at a command post far faster, easier, and more economically than with traditional phone solutions.

A Revolution in Cost-Savings
3Com telephony platforms reduce installation costs by eliminating dedicated cabling just for phones. Governments can use a managed WAN to establish full-featured voice services between sites, doing away with long-distance tolls. 3Com voice systems avoid the expense of training IT staff in traditional telephony. Employees can easily move or add their own phones, abolishing costly and time-consuming technician dispatches while maintaining management control.
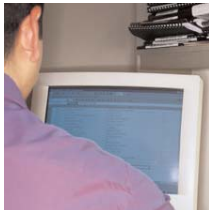
Complete Voice Solutions

3Com voice solutions are available in various price/performance capacities to precisely meet the need of every agency. They can integrate government offices so they cooperate more cohesively. Workers statewide can speak to each other by merely dialing their extensions as if they were in the same building. Officials can even take advantage of the office phone system from home as if they were physically at their desks—extending the call center beyond the confines of the office. Our telephony solutions feature flexible call-handling options so agencies can respond to queries more effectively, and administrators can control their phone systems with point-and-click ease, even from remote locations.

Call Centers Without Complexity

3Com's IP-based telephony systems enable every agency, regardless of its size, to harness sophisticated call-center functionality usually found only in the private sector. Using 3Com Call Center, even small departments can enhance productivity, track call flow with constituents and vendors, manage productivity, and improve communications with call management and computer screen pops.

3Com wireless systems provide full network connectivity throughout government buildings

Installing network cabling in legacy or heritage structures, like state capitols or city halls, can be prohibitively expensive, if not impossible. Likewise, laying cables at small offices or between sites can be very costly. 3Com meets this need with an array of wireless networking solutions that help governments migrate cost-effectively to e-governance and obtain new levels of preparedness. 3Com wireless systems provide full network connectivity throughout government buildings. They seamlessly link the networks of nearby facilities, avoiding the costly need to lay cables in the ground and under roads. They enable government employees to work from anywhere on a campus or in a facility, giving agencies and departments the ability to swiftly respond to constituent needs.

With 3Com wireless solutions, security is literally in the air. Using their built-in 128-bit encryption as well as standard Wi-Fi 40-bit WEP to safeguard all communications, state and local governments can count on anywhere, anytime secure connectivity. Furthermore, 3Com user authentication capabilities seamlessly extend across the network infrastructure, both wired and wireless, with support for 802.1X Network Login standard. Should any emergency occur, 3Com wireless solutions allow agencies to rapidly establish communications for command and disaster recovery centers, providing communities with a vital lifeline whenever needed.
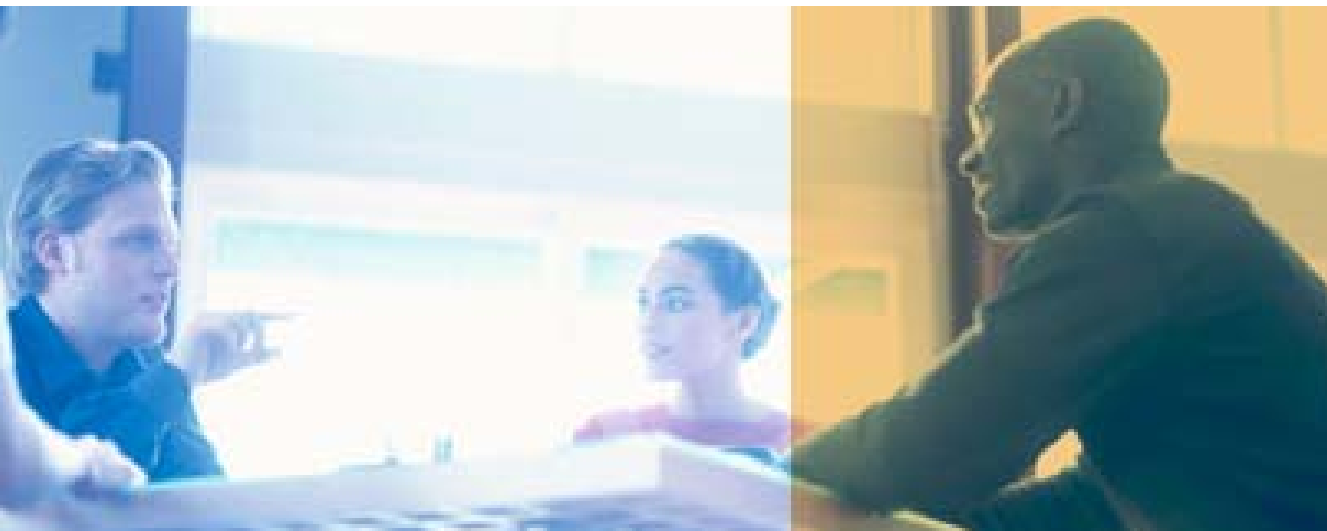
State and local governments must provide fail-safe network security

To ensure the safety and confidentiality of every online process, service, and transaction, state and local governments must provide fail-safe network security. 3Com's family of scalable firewall products protects all LAN-based data and communications for both small offices and large facilities. They feature encrypted tunneling with VPNs, ensuring complete privacy over the Internet, and they easily integrate with existing RADIUS authentication servers. 3Com firewalls are robust, cost-effective cyber-security solutions, particularly for defense of agencies with remote LAN access, websites, intranets, or extranets.

Partnering with State and Local Governments

3Com today is helping scores of state and local governments transition to 21st century digital government. Our products deliver unparalleled value, ease of use, security, and functionality. All comply with section 508 of the Rehabilitation Act, and 3Com has master purchasing agreements with most states to simplify procurement. Our network of VARs ensures speedy and simple deployments.

3COM SCENARIO

**How e-Governance Can Work:
Simplifying Agency-to-Agency Communications**

A county in the southwest with 250,000 citizens needed to improve its criminal justice operations. Law enforcement officers, court clerks, correctional officers, and county administrators struggled to track offenders as they moved through the judicial system. The system, however, relied on hard-copy records, which were inefficient, inaccurate, redundant, and often difficult to locate.

To streamline its processes, the county decided to modernize its operations with e-governance applications. However, the county courthouse and police department are several blocks from the administration building and a mile from the correctional facility. The county's spotty dial-up connections and limited wide-area-networking links could not support the sharing of electronic data and forms among the dispersed sites. To complicate matters, the courthouse lacked a LAN because it is a heritage structure that cannot be physically altered.

Additionally, many police officers are mobile and do not have desks. The county also had limited resources to invest in upgrading its networking infrastructure and could not afford to lay cabling to connect buildings.

To rectify this situation, the county turned to e-governance enabling solutions from 3Com. It deployed 3Com wireless systems at the courthouse to provide a fully-functional LAN without any cabling. It also implemented a 3Com wireless solution at the police station that linked to the station's existing LAN. The county equipped police officers' laptops with 3Com wireless network interface cards to enable them to access their records and resources from anywhere in the building.

It then connected the networks at each facility with 3Com wireless building-to-building bridges, creating an extended networking infrastructure that unifies the sites with high-speed connectivity. To ensure the security of all traffic on the system, the county relies on the robust encryption and authentication built into 3Com wireless solutions. The entire upgrade was completed in days at very limited cost.

With its networking infrastructure in place, the county instituted e-forms and applications to digitize all information. Records of each offender today are shared by all parties over the network and upgraded in real-time, eliminating paperwork and greatly reducing mistakes. Officials process offenders through the judicial system far more rapidly and at less cost. Moreover, the county will soon integrate its social services department into this process for even greater cohesion and efficiency. With 3Com solutions, the county streamlined its operations and plans to use additional 3Com systems to extend e-governance services to every department in its jurisdiction.

To satisfy their constituents, ensure public safety, prepare for the future, and better their communities, state and local governments are turning to 3Com for the pervasive networking e-governance requires.

With 3Com, the possibilities are endless.

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