



Governments win with Digital Age Communications

Alcatel-Lucent Enterprise delivers flexible, secure, and high-availability Digital Age Communications for digital citizen experiences, connected cities, and public safety.

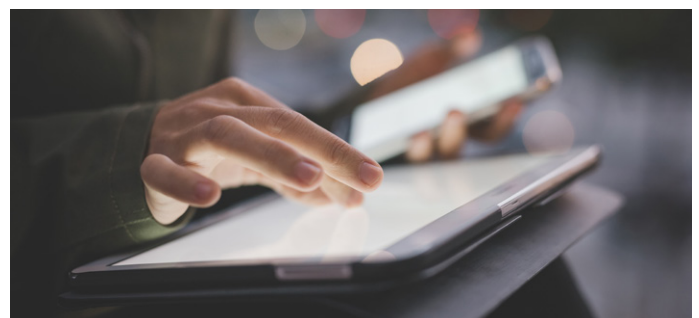


68% of the world population projected to live in urban areas by 2050, says UN.

Public institutions need to adapt their services and organisations to address citizen expectations, while keeping in mind legislation, public regulations, and budget constraints.

Citizens want to live in a safe and secure environment, and as hyper-connected citizens they expect the same level of simplicity and response from public e-services as they get with consumer-level services, at home or in the office. They also want to be closer to elected officials and connect to participatory and democratic decision-making processes, or simply be notified of incidents that may occur in day-to-day life.

To address the diverse needs of a varied public, government ecosystems need to collaborate with different entities, public service offices collaborators, as well as public/private “partners” and delegate services to different suppliers. All these teams, as well as their various profiles, need to collaborate to ensure citizen satisfaction.



The Organisation for Economic Co-operation and Development (OECD) recommends a fundamental shift from citizen-centric approaches to citizen-driven approaches (citizens and businesses formulating and determining their needs in partnership with governments).

To achieve these goals, solutions open to ecosystem and innovation are mandatory.

Alcatel-Lucent Enterprise can accompany you in a step-by-step process that protects your investments and helps you build toward the future with the support of agents and citizens.

Solution sheet

Governments win with Digital Age Communications

Opportunities

- Innovative digital services
- Citizen safety and security
- Global process efficiency
- Attractiveness and smart living

Challenges

- Simplicity
- Scalability
- Cybersecurity
- Cost-efficiency



Digital Citizen Experience

To address citizens' expectations, connected governments must transform citizen services and grow engagement. They need to:

- Provide effective online e-government services to citizens and reduce bureaucracy
- Support citizen engagement, increase social connection, and accelerate e-democracy through increased communications between and within communities
- Reduce the digital divide and grow community inclusiveness through services on all channels



Create a strong social link with citizens:

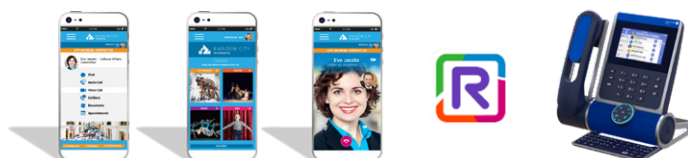
- Create chatbots to provide tourists with museum opening hours and assist with location information
- Help citizens in their daily lives and connect them with the right team to solve issues
- Provide information about service disruptions or changes
- Provide a digital appointment capability on the government portal and notification reminders

Alcatel-Lucent Enterprise provides a variety of Welcome solutions, from **traditional voice welcome** to **innovative digital guest engagement**, to respond to citizen expectations and optimise public service efficiency, including:

- **Traditional voice welcome:** Automated attendants, IVR, contact centres
- **Digital citizen engagement:** On any channel (IM, voice, video) and on any device
- **Integration of BOTs and Artificial Intelligence (AI)** to complement human services and offer 24/7 e-Services anywhere

Public service digital workplace solutions to simplify employees' day-to-day activities include:

- A range of soft phones, desk phones, and mobile handsets (DECT, VoWifi) adapted to agent profiles, supporting remote working
- Unified communications and collaboration with [Rainbow™ by Alcatel-Lucent Enterprise](#) for end-to-end government ecosystem collaboration
- APIs to integrate within business applications for Communications Enabled Business Process (CEBP)
- Management of emergency and priority call routing, with escalation to crisis conferencing



Solution sheet

Governments win with Digital Age Communications

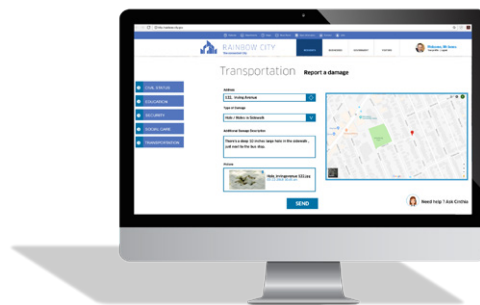


Connected Cities

The increase in population and urbanisation has led to community leaders rethinking how cities are organised. In addition, the spread of Internet of Things (IoT) and the adoption of AI accelerate the need to understand how digitalisation and new technologies can help them become connected, smart, and safe.



- Inform citizens of extreme weather conditions and the actions they must take to stay safe
- Enable citizens to report an issue in the city to create a safer environment
- Environment monitoring with camera and sensor triggers for field service maintenance and repairs
- Provide elders with customised IP phones enabling access to municipal services



Alcatel-Lucent Enterprise helps connected cities and territories become smart and attractive, by:

- Using standard and open technologies to easily integrate into a global ecosystem
- Helping to transition to the cloud and providing flexible cloud models to simplify innovation adoption, increase efficiency, and control costs
- Connecting everything, people, objects (IoT), processes, and applications (AI, Bots), to enable innovative smart city services
- Providing high-availability communications within smart city operation control centres (OCC), with standard APIs to integrate within OCC applications

Solution sheet

Governments win with Digital Age Communications

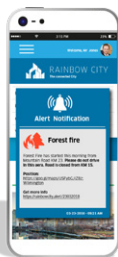


Public Safety

In addition to improving individual emergency call response times, digitalisation can also improve overall safety through IoT and AI integration, providing contextual awareness and decreasing emergency response time.



- Ensure call dispatch are well positioned with contextual information
- Identify blacklisted registration plates and inform the control centre
- Control city streetlights to facilitate emergency crew interventions
- Notify lock-down or evacuation orders for people in a building or on campus



Alcatel-Lucent Enterprise provides:

- **A portfolio for emergency call routing:** Automated attendants, contact centres, and dispatch console
- A full range of **APIs** to integrate within Public Safety Access Point applications and processes
- **Edge notification services** to handle triggers received from IoTs and integrate into the Rainbow scenario-based workflow
- **High-availability and resilient architecture**, ensuring data and media protection, while being future-proof and cost-effective with simplified operations
- A **collaboration platform** to enable citizens and agents to report issues, accelerate responsiveness, and coordinate actions in times of emergency
- Solutions for **mass notifications** using public building desk phones, mobile applications, public announcements, or city billboards