



Positioning Paper

Unified Communications for Government: Public Service, Streamlined.

Today's government workforce is becoming more mobile and distributed, creating complex communication challenges for workers both in the office and in the field. These challenges are compounded by tight government budgets, increased travel expenditures and the rising need for information sharing and security — all creating increased pressure to do more with the same number of resources, or fewer.

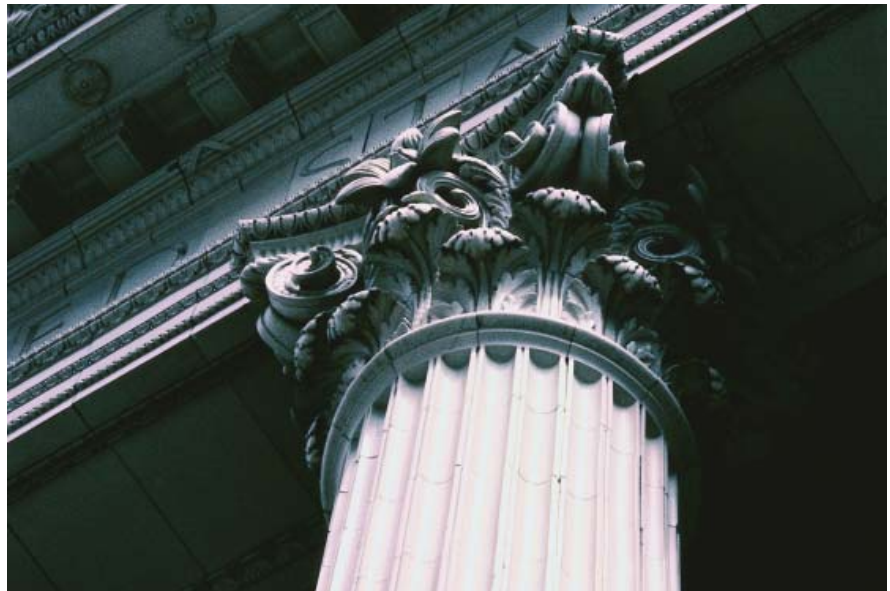
With a unified communications (UC) solution that integrates all communications tools into a single, uniform interface, government employees can communicate with each other through a phone call or video call, collaborate as a distributed workgroup with audio or video conferencing, exchange critical information by email, voicemail and text messages and know who on the team is or is not available — ultimately resulting in greater support and responsiveness for the constituents and people they serve. Unified communications offer an unprecedented opportunity to streamline communications across departments, agencies and jurisdictions at all levels of government. They can

also help decrease communications costs while helping people make real-time decisions, giving them efficient access to information and key personnel, while quickening response times.

Unified Communications for Government Collaboration and Access

Implementing UC ensures that information to and from constituents and between government employees flows smoothly. The UC collaborative tool set includes electronic

whiteboarding, clipboard sharing, file exchange, Web page creation, co-browsing and instant messaging. And people can use these collaborative tools when they're on the go. For example, if an employee needs a supervisor's immediate approval on an emergency project while that supervisor is at a meeting, the employee can make project materials available instantly via file exchange and then alert the supervisor that the materials are online by sending an instant message to his PDA. It is in this way that workers remain mobile — accessing key



personnel, work-groups and committee members remotely — and leaders can make decisions more efficiently because they have the resources they need when they need them.

Another example shows how UC can provide benefits to the legislative branch of government. The legislative process creates great demands on legislators and staff, who are called upon to obtain, analyse and respond quickly to proposed legislation, or get in position to table well conceived and prepared laws or resolutions for consideration. In this environment, legislators expect access to instant answers, access to staff and access to information. With the large volume of laws and resolutions going through the legislative process, timely access to bills, calendars, committee information and legislative contact information is also paramount. In addition, to continue to be effective in this culture, staff development, including tools to improve productivity, requires a work environment that fosters training, mentoring, analysis, research and collaboration in bill drafting.

Nortel's UC solutions empower legislators and legislative staff members to manage their communications across distances, share information, collaborate via audio and video team communications, collaborate on shared documents and provide access to distance-learning content, all through a seamless integrated user interface.

The legislative branch can derive the following benefits:

- Speed access to legislator or staff members to get instant answers or information. Contact key individuals in a way, location and time of their choosing. Send a private instant

message to get quick answers while multi-tasking.

- Better align bills, laws and resolutions with legislators' requirements. Legislative staff drafting the bill or law and the sponsor/prime can better collaborate with each other during the process.
- Enable legislators and staff members to be productive regardless of location. And that includes individuals working at remote distances from each other.
- Enhance quality and timeliness of work for distributed legislative staff members.

Additionally, implementing unified communications reduces costs. As a uniform system, they eliminate the cost associated with the use of separate telephone and Internet service providers, as well as audio and video conferencing services across multiple carriers and networks. They also curtail travel costs by connecting people even when they are separated by large distances. Overall, unified communications help government agencies do more by making information technology more efficient.

Business Continuity/ Disaster Recovery

As global events in the recent past have highlighted, one of the most fundamental functions of government is the ability to serve the public in times of disaster. UC facilitates critical services by keeping government employees connected when they are spread throughout different locations. In the case of a regional disaster that debilitates travel and normal communications infrastructures, personnel working in their own jurisdictions, with other jurisdictions

or with other states can communicate, sharing briefs, images, videos and other content at any time on the network via telephones, PCs, mobile phones or wireless devices. In addition, multimedia applications can augment workgroup collaboration by enabling these employees to establish ad-hoc audio and video conferences.

Pandemic Preparations

In addition to helping people organise and work during a disaster situation, unified communications can improve government workforce communications when it prepares for a pandemic. UC can also maintain communications in the event that a pandemic escalates. In the event of a pandemic such as bird flu, the World Health Organisation (WHO) estimates that up to 30% of the world's population could be affected causing tens of millions of deaths. A pandemic on this scale creates the greatest challenges for governments around the world in dealing with an emergency situation on an unprecedented scale. UC works as a uniform system that allows workers to stay connected remotely; employees unable to go to their offices can audio or videoconference when travel or person-to-person contact is ill advised. Unified communications also streamline information sharing as field workers coordinate the delivery of human services with headquarters. In such a situation, administrative, medical and security personnel can use mobile devices to communicate with a central agency via text, voice or instant message to make sure that resources are available when necessary. The improved response times and overall efficiency provided by unified communications would help boost the public's level



of preparedness while maintaining continuity of government operations by enabling employees to be productive while they cannot access their normal government offices or when face-to-face contact with their colleagues is discouraged.

Interoperable Communications for First Responders

In order for government employees to respond effectively to emergencies, they need to be able to communicate and collaborate with each other and with other public safety agencies. UC augments interoperable communications by helping first responders improve their responsiveness to emergencies and helps them coordinate aid between jurisdictions and across police, fire and emergency medical units. For example, using UC, emergency managers can streamline their conference calls and information sharing between field personnel and supporting jurisdictions. For first responders, unified communications provide the tools people need to make

critical decisions based on real-time information, enhancing situational awareness and emergency response.

Nortel Unified Communications Solutions for Government: the Efficient Leader

By equipping thousands of agencies with unified communications, Nortel has established itself as the leader in helping governments eliminate communication barriers to efficiency, speed and performance. Nortel offers a comprehensive portfolio of on-premise and service-provider-hosted unified communications solutions addressing the needs of both large, multi-site organisations and smaller agencies. Whether your group is a municipal division or a federal headquarters, Nortel's solutions can help streamline your communications to improve public service. Through its UC offerings, Nortel is helping improve how government communicates and collaborates — ultimately improving the services agencies offer to their constituents and their communities.

Gartner — a leading provider of research and analysis on the global information technology industry — has positioned Nortel in the leader's quadrant of its Unified Communications Magic Quadrant report, published August 20, 2007.

Through Nortel's alliances with world-class enterprise software developers, including Microsoft and IBM, Nortel is delivering unified communications with value propositions that offer significant benefits to government agencies. For more information on unified communications solutions or to get started planning your agency's network transformation, visit www.nortel.com/uc or www.nortel.com/government.

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For more information, contact your Nortel representative, or call 1-800-4 NORTEL or 1-800-466-7835 from anywhere in North America.

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