

Accelerate government IT with managed services from a single, trusted provider



You can do it all. But you might need help to do it all at once. That's where managed services come in.

“The state of government IT is rapidly evolving. CIO’s engage with us to help them deliver systems and networks that fulfill their user’s needs or accelerate operations without worrying about allocating, training or retaining staff resources. We partner with them to support the day-to-day needs of their network ecosystem, so they can focus on what’s next.”

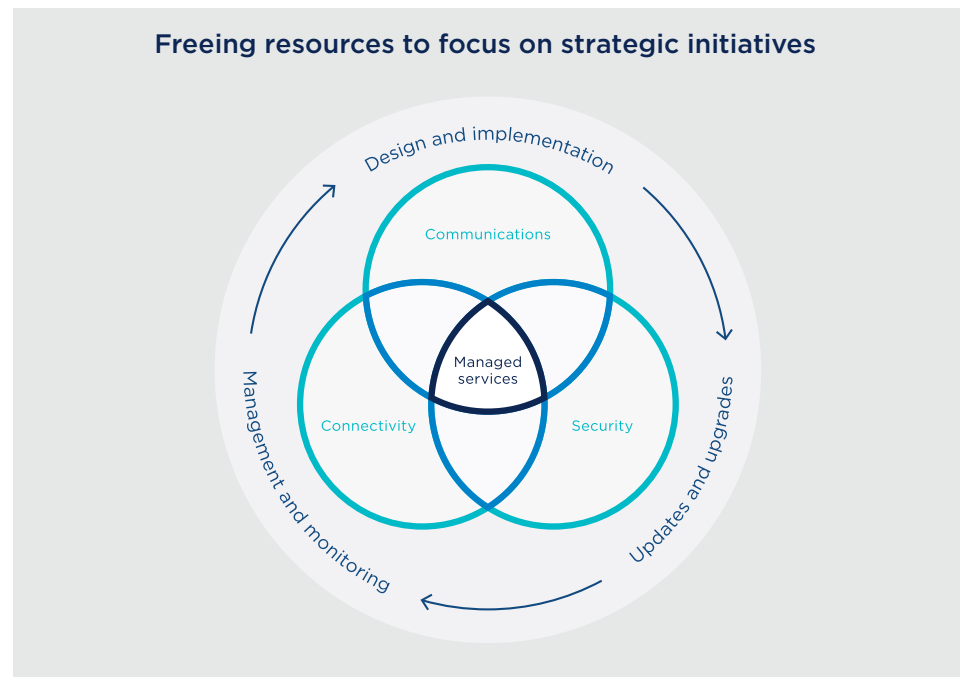
Bob Schroeder, Vice President,
Data Product Management, Spectrum Enterprise

Government IT professionals are under daily pressure to:

- Provide always-on connectivity and service delivery.
- Implement the latest security measures.
- Plan for the network and operational impacts from the Internet of Things (IoT), artificial intelligence (AI) and cloud computing.
- Meet the expectations of constituents.
- Control costs and risk.

For many state and local governments, the challenge isn't doing what needs to be done but, rather, doing it all at once with overburdened departments that are short on both resources and time. Managed services offer IT leaders a frictionless path to rapidly expand the capabilities of their team. They also provide the reliable network infrastructure of an established provider, with 24/7/365 U.S.-based support and monitoring — and the technology foundation to support next-generation services.

Spectrum Enterprise®, a part of Charter Communications, offers a range of managed services, including Enterprise Network Edge, Managed Cloud Security, DDoS Protection, Managed Network Edge, Managed Router Service and Unified Communications. These services help government agencies better serve their communities, while also keeping costs and risks in check.



Elevate service delivery and modernize services

For government IT leaders, balancing the need to modernize legacy systems against the responsibility of managing financial constraints is never-ending. With the rate of technological advancement accelerating, innovative leaders are outsourcing their infrastructure, opting for managed services that not only provide their organization with added support but also offer access to the latest network equipment, services and software that ensures up-to-date security.

Government CIOs are increasingly acting as brokers of IT services, shifting their business models away from agency owned and operated resources. According to the Managed Services Global Market Report, managed services spending will grow 46% by 2027.¹

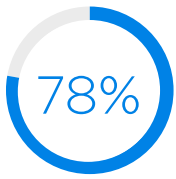
224%

Three-year return on investment for companies who implemented managed IT services.²

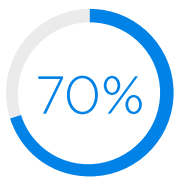
Not only does outsourcing IT infrastructure and its management alleviate costs for CIOs, but it also provides them with access to human and technology resources that may not exist within their organizations. Additionally, it moves the cost of modernization from capex into opex, increasing the likelihood of initiatives being funded.

In some cases, managed services can even allow IT organizations to modernize their infrastructure from end-to-end at once, as opposed to incrementally. This enables them to keep pace with the speed of technological disruption and deliver the quality and type of services that an increasingly digitized public demands.





of government CIOs plan to contract with a managed services provider to close gaps in staff competencies.³



of IT leaders say that skill shortages are impacting operations.⁴

Extend the capabilities of your network and team

With a limited number of headcount at most government organizations, fundamental activities like network management and cybersecurity often take precedence over advancing digital initiatives and taking advantage of emerging opportunities in AI, cloud computing, the IoT and more.

Managed services help state and local governments solve for gaps in their talent pool — from struggling to find talent with the right IT skill set to affording to keep them on staff. By outsourcing the day-to-day burden of management, maintenance, security and monitoring of their networking and communications systems, internal team members can focus on enhancing services with high impact on the resident experience. This delivers performance improvements and can enhance morale, as contributors work in new and exciting areas, leveraging the latest technologies and equipment.

The net result is a higher quality of service, a platform and path to innovation, and access to an agile, highly-trained and motivated internal and external workforce with the ability to flex and scale as priorities and needs change. For government IT organizations, access to outside talent as part of a managed services agreement is virtually a necessity.

Challenges of in-house IT staffing

Workforce attrition

Among state and local governments, 35% say employee retirements increased and quits (voluntary, non-retirement separations) were up 45%.⁵

Lack of qualified applicants

For IT jobs, 74% of state or local governments say they have fewer qualified applicants than available positions.⁶

Slow hiring process

State CISOs say lengthy hiring processes give competitors an advantage in hiring the best talent. 50% say it takes 3 to 6 months to hire mid-level personnel and 46% say it takes more than 6 months to hire at the director level.⁷

Growing skills gap

Nearly two-thirds of managers doubt their employees can keep up with future skill needs as technology rapidly evolves, and 70% of workers say they haven't kept up with the skills needed for their existing roles.⁸

Benefits of outside, managed talent

Years of collective experience

Providers like Spectrum Enterprise incorporate the collective knowledge of a robust team of subject matter experts into the services they deliver.

A pool of talented professionals

Working with a managed services provider gives you immediate access to an on-demand pool of talent, ensuring that your services are never under-supported.

An extension of your team

Managed service providers act as an extension of your business, taking on the day-to-day items while equipping your organization for future growth.

Deep expertise and productivity

When you trust your networking and communications to a qualified provider, you know their team is always trained on the latest technologies and advancements and can help offload time-consuming tasks from your internal team to free them for work on strategic projects.

Control costs and risk while increasing performance

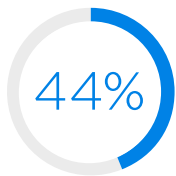
For every IT leader, there are two kinds of costs. Those that you can plan for (such as investments in equipment and personnel) and those that you can't (for example, the losses incurred by unexpected downtime). How to manage both effectively, while protecting the security and interests of the public, can quite literally keep IT leaders up at night.

According to CompTIA, 85% of local government CIOs expect their IT budgets to increase. Cybersecurity ranked as the top IT priority (97%) and CIOs pointed to modernizing outdated IT systems (61%) and innovation (61%) as the other leading priorities. CIOs are also prioritizing the human side of IT; specifically, retaining current staff and finding new employees to maintain IT operations. The majority of CIOs are also using or considering using managed services to extend capabilities and manage costs.⁹

As many government organizations look for new ways to harness emerging technologies to drive value for their constituents, managed services are one way to redirect financial and human assets from operations to innovation. Government IT departments reduce investments in aging equipment, while shifting budget from capex to opex.

These savings can be substantial when leaders are seeking to upgrade or make changes to their network equipment. Managed services can free up sizeable portions of a CIO's budget to focus on innovation in areas like digital experience, cloud, analytics, blockchain and cybersecurity.

Security and risk management is the number one priority for CIOs, and yet funding increases continue to be modest in comparison to the growing challenges of keeping up with the increasing sophistication of threats. Managed services provide IT leaders with consistent access to a pool of skilled security and privacy talent for a single monthly cost, without the need to add headcount.



of local government CIOs say they are using managed services and another 23% are considering use of managed IT services.¹⁰



Services that meet your needs

From flexible network connectivity to services that help you route and secure network traffic and those that help you communicate and collaborate, Spectrum Enterprise offers flexible solutions to meet your needs from a single, trusted provider.



Enterprise Network Edge

Improve the network experience for your teams when scalability, performance and flexibility are paramount to your business. Powered by Fortinet, the solution simplifies IT operations by providing SD-WAN, security and optional switching in a multi-cloud-ready platform that brings together connectivity, equipment and network management to support both hybrid networks and workforces.



Managed Cloud Security

Achieve safer, more effective and efficient interactions between users, systems and content with a simplified security solution. Secure Access with Cisco Duo and Cloud Security with Cisco+ Secure Connect are built with trusted, leading-edge technology and expert support that enables your teams to be more informed and more responsive.



DDoS Protection

Guard against malicious volumetric attacks designed to overload your network and prevent access to applications, systems and information with world-class distributed denial of service (DDoS) threat identification and mitigation.



Managed Network Edge

Bring your entire network into a single solution that's modular, scalable and ready for growth. Delivered over the Cisco Meraki platform, our fully managed service offers switching, routing, SD-WAN, WiFi, smart cameras, environmental sensors and network security while staying up to date. Lighten the workload of your IT staff and make your network easier to scale with connectivity, equipment and network management from a single partner.



Managed Router Service

Efficiently route traffic and improve bandwidth use without investing in hardware or day-to-day management.



Unified Communications

Answer communication and collaboration needs for your employees with a fully managed, cloud-based unified communications (UC) solution. UC includes voice or video calling, availability status, instant messaging and desktop sharing available on any device from anywhere.

Partner with a proven provider you can trust

With Spectrum Enterprise you don't just get a vendor, you get a partner. As your managed services partner, we bring our extensive, modern fiber network, a highly qualified team of IT professionals, local support teams and a service-level agreement (SLA) that give you peace of mind.

A dense fiber footprint and nationwide support

As your partner, we know that your responsibilities don't stop at the last mile. We offer secure and reliable connectivity nationwide with over 279,000 fiber-lit buildings. We have a dense fiber footprint in 40 metros across 41 states, making us a top choice for government organizations seeking a partner invested in supporting the needs of their constituents.

The best of the best talent working for you

We recruit, train and retain the best of the best talent, acting as an extension of your team to help you keep pace with the speed of innovation. Our team holds 1,400+ IT certifications, with specialists on-call to streamline your operations and costs, freeing your team to focus on driving your community forward.

Protecting you 24/7/365

Our SLA doesn't sleep, but you should. We work 24/7/365 to keep your network and services operating smoothly while protecting your organization all the way to the suite from cyberthreats and unexpected downtime that can impact your ability to serve your constituents. Insights into performance are available on-demand through an easy-to-use self-service portal, giving you peace of mind that your network and its security are under control.

Learn more at enterprise.spectrum.com/government

1. ["Managed Services Global Market Report 2023,"](#) The Business Research Company, August 2023.
2. ["4 Ways Managed IT Services Will Save You Money,"](#) SandStorm IT, March 29, 2022.
3. Srimi Subramanian and Meredith Ward, ["2022 Deloitte-NASCIO Cybersecurity Study,"](#) Deloitte Insights NASCIO, October 12, 2022.
4. ["Digital Leadership Report 2022,"](#) Nash Squared, November 2022.
5. ["State and Local Government Workforce Survey 2023,"](#) Mission Square Research Institute, 2023.
6. Ibid.
7. Srimi Subramanian and Meredith Ward, ["2022 Deloitte-NASCIO Cybersecurity Study,"](#) Deloitte Insights NASCIO, October 12, 2022.
8. Jeff Mazur, ["5 Ways Governments Can Attract and Retain Tech Talent,"](#) Government Technology, April 13, 2022.
9. ["2022 CompTIA Public Technology Institute \(PTI\) State of City and County IT National Survey,"](#) CompTIA Public Technology Institute, 2022.
10. Ibid.

About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving many of America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes [networking and managed services solutions: Internet access, Ethernet access and networks, Voice and TV solutions](#). The Spectrum Enterprise team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit enterprise.spectrum.com.