



# Reliable Connectivity for State and Local Government

Highly Reliable, Secure, Cost-Effective and Easy-to-Manage Technology

## Infrastructure Inadequacies Laid Bare

For many organizations, the pandemic exposed weaknesses around legacy applications, outdated infrastructure, and weak security postures, all of which demand immediate redress. Years after the pandemic, citizens no longer accept service limitations due to a lack of modernization.

To ensure digital efficiencies and agility, state and local governments are transformed their capabilities by connecting to a robust, flexible technology infrastructure, capable of meeting their needs of today and the future:

- Segra's high-capacity network and suite of enhanced services allows for cross-jurisdictional collaboration and increases citizen engagement.
- Smart cities built on reliable and redundant connectivity improve quality of life for citizens.
- Technology enhancements that are reliable, secure and cost-effective make state and local government operations more efficient, improve customer experience, and increase productivity.

## The Shift to Digital and the Increased Cyber Crime Threat

Distributed workforces and digitization have made robust, secure networks essential as cyber criminals have used the pandemic as an opportunity to exploit network vulnerabilities to hold government agencies ransom, lock up services, steal money and sensitive data.

According to Government Technology, the FBI's Internet Crime Complaint Center logged an increase of more than 300,000 suspected cyber-attacks compared to 2019, with over \$4.2 billion in losses reported.

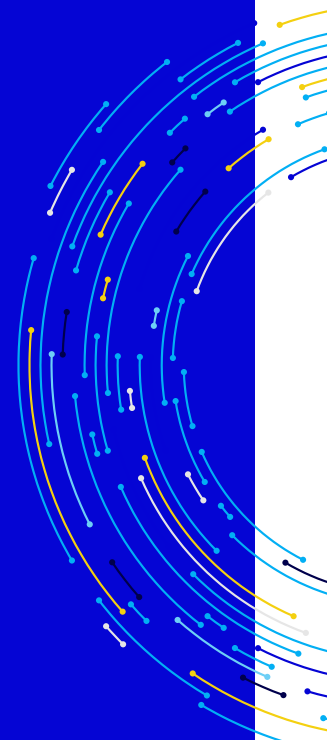
State and local governments face daily pressure to increase operations with a shrinking pool of resources. The shift to remote work required a rapid pivot to digital capabilities of digitization, which intensified the pressure.

## Why Segra?

At Segra, we understand that winning in today's business landscape requires more than just technology – it requires a strategic connectivity game plan, relentless agility and innovation, and a human touch.

We invest in our customers, our network and our people to deliver exceptional connectivity solutions and customer service that empower businesses to thrive.

Our local-market operating model means your whole team – from sales to network engineering to customer support – are all living and working in the communities they serve.



Let's Create Winning Connections Together.

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# TECHNOLOGY CHALLENGES FACING STATE AND LOCAL GOVERNMENTS

To protect against these kinds of malware and criminal intrusions, Segra offers a holistic, multi-layered approach to cybersecurity that provides the strongest protections against the most common forms of cybercrime targeted at every level of government, including:

- **Ransomware:** Disk-encrypting extortion malware that renders files and programs on the targeted system unusable by blocking access to the data until a ransom is paid.
- **Distributed Denial of Services (DDoS):** A form of malware that blocks normal traffic to and from a targeted server, service or network by overwhelming the system with a flood of Internet traffic that disables a website or service.
- **Data breaches:** When bad actors gain access to, compromise or expose highly sensitive data stored on government systems and networks such as social security information, voting, benefits and contact information.

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## Combining Security with Speed

Securing broadband connections to the home is a much bigger concern now than ever before and is now among the top five priorities of state CIOs, according to Government Technology. However, with many internet providers, these services are not always guaranteed or dependable, as many users can experience slow connectivity or lose internet access altogether.

Segra takes pride in the reliability and symmetrical speeds of our fiber network, that better enables scalability and services. We partner with our customers to help them execute and succeed with short-term and long-term technology plans, with the understanding that not every government agency will need a one-size-fits-all solution.

- **Segra Firewall** provides cloud-based perimeter protections that apply to all Internet traffic traversing your network. Segra manages the service, ensuring that the defenses are always up-to-date and configured for your threat level. Our firewall service eliminates or reduces the risks associated with blended attacks while coordinating security alerting, logging, reporting, compliance and response.
- **DDoS Protection** is available with Segra Internet. Our DDoS Protection automatically inspects all internet traffic before it reaches your network to immediately discard malicious packets, while sending legitimate packets to their destination. The protection is comprehensive, identifying both existing and newly- discovered attack types, as well as their side effects.



## Segra Internet

Segra's high-performance fiber-based connectivity service provides dedicated connectivity with guaranteed bandwidth that helps ensure that state and local government agencies are always online, with all the speed and performance they require.

- **Increased productivity.** Boosts productivity by providing the reliable, high-performance internet access that's needed to operate every day.
- **Improved scalability.** Offers scalability by supporting a range of access speeds, so government departments can grow, or reduce, internet bandwidth as demands change.
- **Extensive fiber network.** Spanning nine states and covering more than 44,000 fiber-route miles, Segra's network offers one of the largest and most extensive private fiber infrastructure footprints in the United States. If your state or local government organization is within this territory but not currently served by Segra, we are willing to consider expanding our fiber network to accommodate growing demand.

## Dark Fiber

Dark fiber offers customers the opportunity to build their own networks to match individualized connectivity needs. Customers can choose the optical equipment, networking approach, monitoring tools and performance-management systems to create a customized network solution. Segra's approach enables users to craft fiber as if it was their own and offers the best-in-class fiber infrastructure.

- Dark fiber availability on Segra metro and long-haul footprint
- Expertly built fiber infrastructure, based on Segra's core competence in building new fiber networks
- Super-regional network available for carrier-managed data, voice, and Internet needs

## Hosted Voice

The demands on state and local government organizations require fast, flexible, cost-effective and easy-to-use communication solutions. Segra Hosted Voice provides the latest calling and conference features with turnkey solutions designed for state and local government departments and bundled in a way that's affordable and easy to understand. Segra's bundle offers included domestic 1+ long distance, allowing government departments and agencies to save on operating expenses, equipment, maintenance costs, and long-distance charges while always offering secure and reliable performances.

- **Communicate from anywhere.** Connect with government employees and constituents wherever you are with as many locations as you need, with secure access to remote staff and branch facilities.
- **Simple and powerful.** Access voice and data from one single network – anywhere high-speed internet is available.
- **Cost effective.** Save on operating expenses, long-distance charges and equipment and maintenance costs.

## End-to-End Support

To ensure you receive full benefit of your Segra high-performance fiber connectivity, we do more than simply bring fiber the last mile to your department's DMRC cabinet, we bring it the last few feet to your offices. We offer full installation and deployment services, and can provide the best switches, routers and other networking equipment for your unique requirements. This enables Segra to offer true end-to-end quality of service.