

IMPROVE CITIZEN EXPERIENCE AND REDUCE COST WITH AI-DRIVEN NETWORKING

Streamlining secure government processes and citizen services with artificial intelligence

Challenge

Delivering seamless digital services that meet the high expectations and needs of citizens and employees.

Solution

Juniper AI-Driven Enterprise includes wired and wireless access and SD-WAN 3.0, all driven by Mist AI to connect agency devices, processes, applications, staff, and citizens. Automated WAN solutions link offices and data center facilities while supporting enhanced and reliable connected services. A cloud-ready data center simplifies underlay and overlay management with intent-based automation and assurance.

Benefits

- Improve citizen and employee experiences
- Reduce IT costs
- Safeguard privacy and data
- Enable the network to adapt easily to the needs of new devices and applications

The Challenge

Governments, regardless of agency, department, national, or local, are challenged with improving business processes and citizen services while maintaining high security. This is true whether the organization's mission is legislative, judicial, or executive or if it provides public safety, emergency management, environmental management, health, human services, or defense.

Add in the perennial call to do more with less in the face of inflexible budgets and procurement processes, and it makes using the right wired and wireless access and SD-WAN technologies a critical success factor for government networks.

AI-Driven Networking Solutions from Juniper

State and local governments are transforming their IT architectures to better connect their distributed workforce to the cloud, simplify and lower the cost of their operations, and deliver seamless digital services to citizens. The unprecedented simplicity, reliability, and security of the complete client-to-cloud solution from Juniper Networks enables governments to align IT with their organizational objectives and provide the best experiences for both employees and citizens. Research from a Forrester Total Economic Impact Study, commissioned by Juniper Networks, found that customers of Juniper Networks wired and wireless access networks, driven by Mist AI, on average realized efficiency gains, cost savings, and productivity improvements that totaled \$1.4 million over three years.

Features and Benefits

Heightened Wi-Fi Enables a Mission-Critical Government

Wireless is more critical than ever in the government ecosystem, but traditional WLANs are more than a decade old and lack the agility and elasticity to support the rapid growth of mobile devices, Internet of Things (IoT), and applications. A modern AI-driven cloud-native platform from Juniper gives government agencies the insights and flexibility to deliver predictable, resilient, and assured network experiences for all users, devices, and applications, from client to cloud. With Juniper, governments can:

- Extend mission-critical connectivity to any location, seamlessly supporting facilities across multiple locations
- Optimize network experiences for personnel, contractors, administrators, and citizens based on their constantly changing needs and locations
- Increase reliability and reduce the time to remediation with automated Day 2 operations



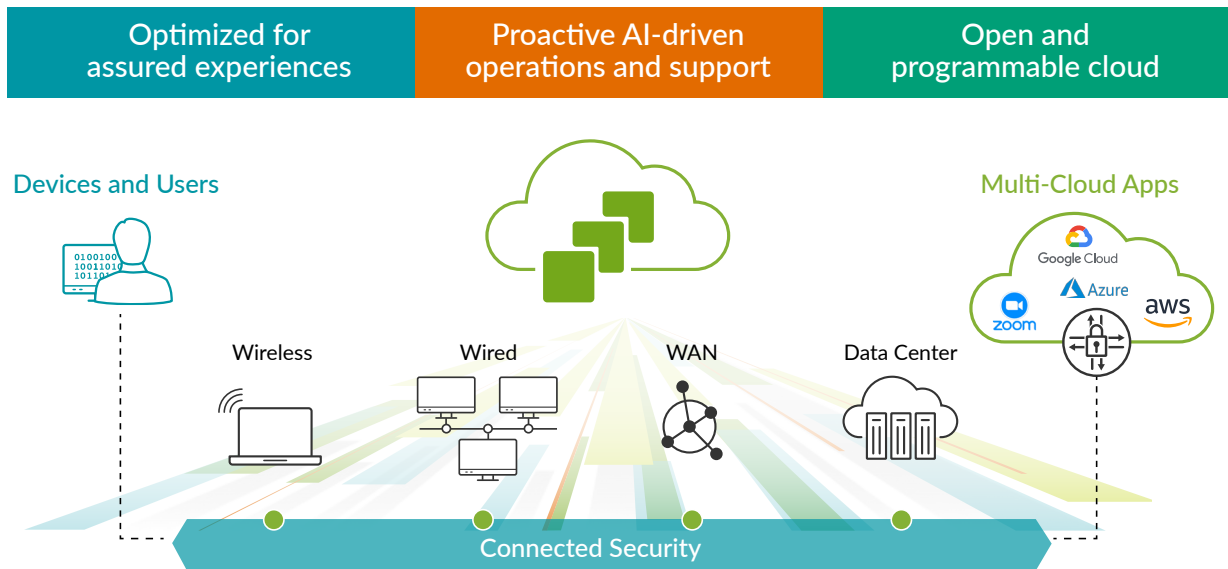


Figure 1: The AI-driven enterprise

Location-Based Services Deliver Engaging Experiences

To deliver engaging and relevant experiences, governments need to consider the location of their assets and users, including their staff, citizens, and guests. Juniper’s unique virtualized Bluetooth (vBLE) location services are built into the network to help agencies optimize their operations with asset tracking, while supporting worker wellbeing and increasing citizen engagement using indoor location services. With Juniper, governments can:

- Provide localized services, such as turn-by-turn wayfinding, reminders, and service information
- Deliver on-the-spot information, such as wait times, digital coupons, or hazard alerts
- Accurately manage asset location, security, and geo-fencing, and optimize resource allocation based on personnel location and building occupancy

AI-Driven Networking Enhances Government Operational Efficiency

State and local governments are always under pressure to do more with less. Juniper helps agencies leverage automation to detect and resolve anomalies before impact, gain insights to prioritize required actions, and use AI to enhance their operational efficiency and lower their operational costs. With AI for IT operations (AIOps) and self-driving network functions, agencies can simplify network operations, increase network service reliability, and reduce helpdesk workload. Juniper® AI-Driven Enterprise solutions help governments:

- Simplify network planning, design, and operation through network automation
- Lower operational costs and free up skilled team members to focus on other initiatives that can make a difference. (In the same Forrester study mentioned previously, researchers found customers reduced the total time spent resolving network-related help desk tickets by 85%)
- Predict network problems and performance issues and quickly make repairs and changes when needed

Connected Security Protects Confidential Data and Citizen Privacy

Security is a priority given the critical nature of government data and operations. With a zero-trust, threat-aware network, agencies gain visibility into the entire network from endpoint to edge. They can secure the confidential data and privacy of all connected devices, public records, staff, and citizens, and protect them against rising cyberthreats. Juniper Connected Security solutions safeguard government networks, devices, software, and data by extending security to every point of connection, from client-to-cloud, across the entire network. With Juniper, governments can:

- Unify all network elements into a single, threat-aware network that protects against exploits, malware, and ransomware
- Leverage intent-based security policies that are easy to write, understand, and apply
- Utilize any point of the network for policy and security enforcement and manage security policy across the entire network, including third-party devices

Solution Components

An AI-driven government network from Juniper includes:

- Juniper Marvis™ Virtual Network Assistant, a purpose-built virtual network assistant that leverages Mist AI to troubleshoot and diagnose issues for enterprise WLANs, LANs, and WANs
- Juniper Mist™ Wi-Fi Assurance, a cloud service based on machine learning and driven by Mist AI™
- Juniper Mist WAN Assurance, a cloud-based service that simplifies operations and improves visibility into end-user experiences while shortening the mean time to repair wired and wireless devices
- Juniper Mist Wired Assurance, a cloud-based service that sets a new network management standard with AI-driven operations and automation

Summary—Simplify Agency Network Operations While Improving Citizen Experiences

Stay ahead of agency requirements with an AI-driven government network from Juniper. Government agencies can support their organizations through all stages of the services life cycle while optimizing citizen satisfaction and maximizing agency efficiency. From operators managing a WAN service to IT delivering business-critical Wi-Fi, the full suite of automation solutions from Juniper delivers the ease, scale, cost savings, and assurance you need to optimize your network experiences.

Next Steps

To find out more about how Juniper is helping governments elevate citizen and employee experiences, visit www.juniper.net/us/en/solutions/state-and-local-governments.html.

About Juniper Networks

At Juniper Networks, we are dedicated to dramatically simplifying network operations and driving superior experiences for end users. Our solutions deliver industry-leading insight, automation, security and AI to drive real business results. We believe that powering connections will bring us closer together while empowering us all to solve the world's greatest challenges of well-being, sustainability and equality.



Driven by
Experience™

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