

# For State and Local Government, Segra Delivers Highly Reliable, Secure, Cost-Effective and Easy-to-Manage Technology and Connectivity

For the past year, the COVID-19 public health crisis has put unprecedented strain on state and local governments. Government employees found themselves transitioning to remote working scenarios in extremely short, unplanned time frames.

This created huge logistical challenges as staff switched from in-person, paper-based processes to operating remotely and transitioning to digital interactions. Simultaneously they had to ensure essential services were made available online.

- 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.

## Technology challenges facing state and local governments

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.

While high-quality Internet is now critical for state and local governments to function and enable employees to engage with and serve constituents, many challenges remain due to other factors, including the physical configuration of existing broadband infrastructure, inflexible bandwidth and network security.

## The shift to digitization 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.

## Infrastructure inadequacies laid bare

For many organizations, the pandemic exposed weaknesses around legacy applications, outdated infrastructure and weak security postures, all demanding immediate redress.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

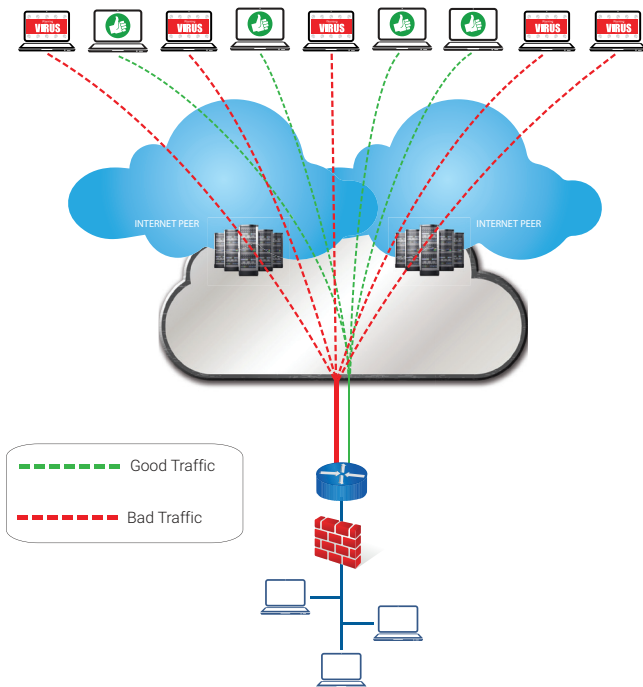
To ensure digital efficiencies and agility, state and local governments are transforming their capabilities by connecting to a robust, flexible technology infrastructure, capable of meeting the needs of today and the future:

- Segra's high-capacity network and suite of enhanced services allows for cross-jurisdictional collaboration and increases citizen engagement.

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.

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.



Example of a DDoS attack in progress.

Segra also understands that implementing and managing these tools and systems are often beyond the reach of many individual state and local governments' IT capabilities. That's why Segra offers the following managed Security solutions:

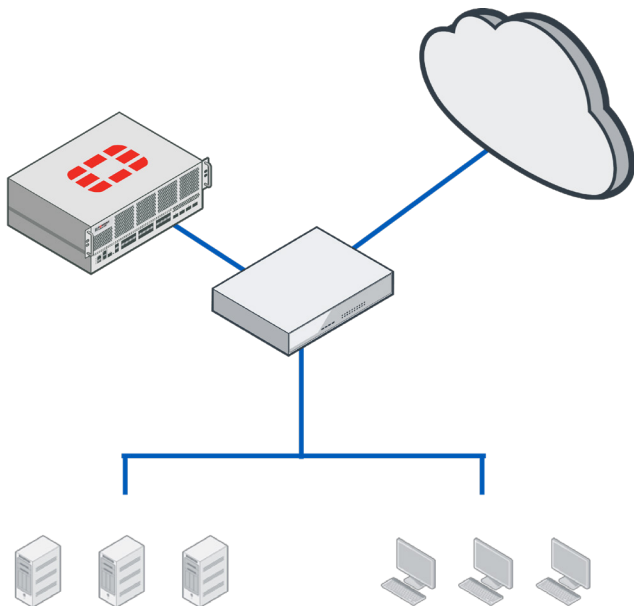
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- [Segra Hosted Firewall](#) provides cloud-based perimeter protections that apply to all Internet traffic traversing your network. Segra manages the service, ensuring that the defenses are always up-to-date and configured for your threat level. Our firewall service eliminates or reduces the risks associated with blended attacks while coordinating security alerting, logging, reporting, compliance and response.
- [DDoS Edge Protect](#) is available both as an appliance and as part of the Segra Dedicated Internet Access (DIA) offering. Our DDoS protections automatically inspect 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 Security Operations Center as a Service \(SOCaaS\)](#) is a comprehensive cybersecurity solution that provides a holistic approach to protect a government department's entire IT infrastructure against all forms of cyber threats. The Segra SOCaaS solution combines security information event management (SIEM) software with a security operations center (SOC), which is staffed 24/7 by security experts who monitor and analyze an organization's cybersecurity. By combining automated threat detection with human monitoring and decision-making, SOCaaS provides a multi-pronged approach to security that allows state and local government IT departments to act in real-time as soon as abnormal or malicious behavior is detected anywhere in their network.

## Cyber Threat Assessment Program

Segra also offers a free [Cyber Threat Assessment Program \(CTAP\)](#) to determine the effectiveness of a company's current firewall, as many agencies have been the target of ransomware and other security breaches.

This program is designed to give state and local government departments an in-depth view of the current state of their network in terms of security risks, user productivity, and network utilization.



We do this by deploying equipment on the organization's networks for a short period of time to generate a report, show potential network risks and to gain an understanding of the potential impacts of these risks. Additional outcomes include:

- **Show security risks such as:**
  - Application vulnerabilities
  - Malware/botnet detection
  - At-risk devices within the network
- **Show user productivity such as:**
  - Application categories and cloud usage
  - Peer-to-peer, proxy app and remote access
  - Web-based applications and browsing habits
- **Show network utilization such as:**
  - Bandwidth analysis and top consumers
  - Sizing information-average log rates/sessions
  - FortiGate CPU and memory utilization

## Combining security with speed

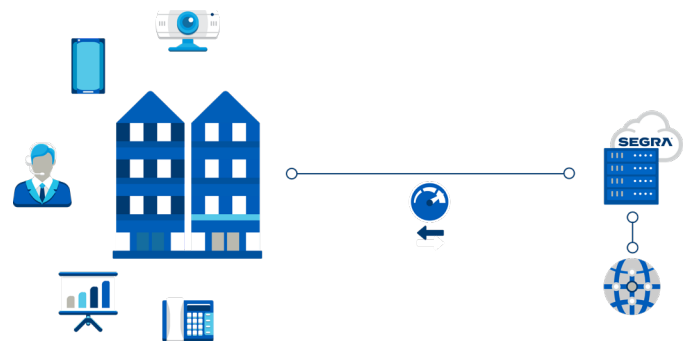
Securing Broadband connections to the home is a much bigger concern now than ever before and is now among the top five priorities of state CIOs, according to [Government Technology](#). However, with many Internet providers, these services are not always guaranteed or dependable, as many users can experience 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 Hosted Voice

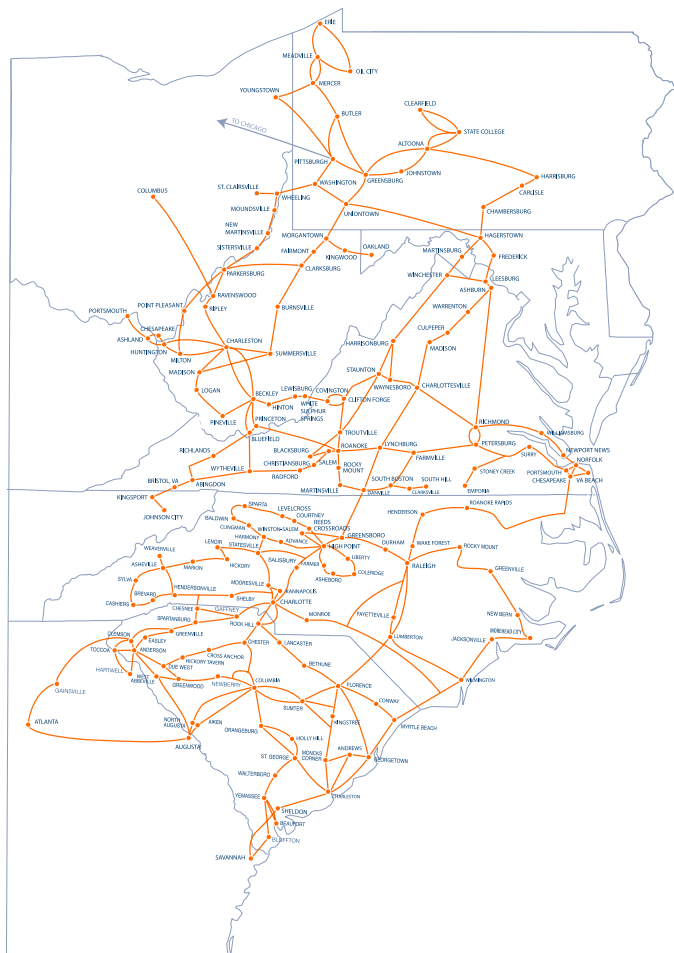
The demands on state and local government organizations require fast, flexible, cost-effective and easy-to-use communication solutions. [Segra Hosted Voice Services](#) provide the latest calling and conference features with turnkey solutions designed for state and local government departments and bundled 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.

Our cloud-based collaboration services reduce the expense of purchasing and maintaining IP-enabled PBX for facilities that require advanced feature sets. It offers over 100 IP calling features, including Find Me/Follow Me, unified messaging, shared-call appearance and a web-based management portal.



Key features:

- 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.



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.

## Segra Dark Fiber

[Segra's dark fiber](#) also 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 and a super-regional network available for carrier-managed data, voice, and internet needs.

Product highlights include:

- 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

## Segra Dedicated Internet Access (DIA)

[Dedicated Internet Access](#) is Segra's high-performance fiber-based connectivity service, which provides dedicated connectivity to the Internet with guaranteed bandwidth that helps ensure that state and local government agencies are always online, with all the speed and performance they require. Benefits of Segra DIA:

- **Increased productivity.** Boosts productivity by providing the reliable, high-performance internet access that's needed to operate every day.
- **Improved scalability.** DIA 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 30,000 fiber-route miles, Segra's network offers one of the largest and most extensive private fiber infrastructure footprints in the eastern United

## End-to-end support and services

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.

## Additional cloud-based services from Segra

When planned or unplanned incidents happen, government departments need access to their data to maintain continuity of operations. We offer the following data resiliency services as part of our cloud and Segra-owned data centers across the mid-Atlantic.

- [Disaster Recovery as a Service \(DRaaS\)](#). DRaaS uses cloud resources to protect applications and data in the event of system failure caused by a natural or human disaster. This service provides a total system backup that allows organizations to regain operational continuity by enabling a full recovery in the cloud.
- [Backup as a Service \(BaaS\)](#). Data created, stored and managed by state and local governments is a critical asset that requires protection against system failures and external threats. Segra's BaaS offering protects governmental institution's most critical identified data within a physical or virtual server from full loss.
- [Infrastructure as a Services \(IaaS\)](#). IaaS is a cloud computing service that allows state and local governments to rent or lease remote servers for compute and storage in the cloud. With IaaS, users can run any applications on the rented servers without incurring the capital expense of purchasing or operating costs of an on-premises server infrastructure.

To learn more about Segra's government solutions, go to [www.segra.com/government](http://www.segra.com/government) or call **833.GO.SEGRA**.

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