



# PUBLIC SECTOR

DISCOVER OPPORTUNITY AT  **scansource**

## Could your public-sector solutions benefit from an upgrade? AT SCANSOURCE, WE DO THAT

The public sector has dealt with more than its fair share of challenges the past few years. Comprised of organizations that focus on providing social services to the public, this sector includes public schools, public health insurance, police and fire departments, and a variety of other government-controlled organizations. According to Gartner, “government IT spending is forecast to total \$557.3 billion in 2022, an increase of 6.5 percent from 2021.”

Numbers such as this mean many more chances to grow your business—and ScanSource is here to help. We only feature industry-leading suppliers on our line card—ones whose products and solutions open the doors to more opportunities. And our expertise in hybrid distribution is unmatched. So, ramp up your profitability. Get and stay ahead of your competition. Work with us to build the solutions your customers need now, and in the future, but get started TODAY.

## PUBLIC-SECTOR TRENDS AND OPPORTUNITIES



As hybrid services continue to evolve in the public sector, **cloud computing and remote access** allow organizations to improve public services.

- 95% of new IT investments made by government agencies will be made in XaaS solutions over the next three years. *Source: Gartner: Top 10 Government Technology Trends for 2022*
- Cloud adoption will continue to accelerate, but tailored approaches remain crucial. *Source: Capgemini: 2022 Key Trends in the Public Sector*
- 77% of government agencies said that digital transformation initiatives pushed during the pandemic are already having a positive impact on their organization. *Source: Deloitte: Seven Pivots for Government's Digital Transformation*



Many agencies in the public sector are expected to utilize **artificial intelligence and process automation** technologies to lower operating costs, reduce waste, and implement more efficient procedures.

- Only 7% of government CIOs and technology executives have already deployed responsible AI; but 70% plan to do so over the next three years. *Source: Gartner*
- Chatbots are one example of an AI-powered application that we will see more of in 2022 as governments and authorities look for ways to automate public services. *Source: Forbes: The Five Biggest Tech Trends Transforming Government In 2022*



Citizens' expectations are driving those in the public sector toward **personalized digital services and transformation**.

- Citizens now expect the same level of personalization in public services as they currently get with digital services like Amazon and Netflix. *Source: Liz O'Driscoll, Head of Innovation, Civica*
- Governments are creating interagency structures that breakdown silos and connect government agencies to respond to complex citizen needs. *Source: Deloitte: Government Trends 2022*
- 88% of public-sector leaders said that personalized services could benefit their sector. *Source: Digital Leaders: Public Sector tech trends: 2022*
- 75% of government CIOs will be directly responsible for security outside of IT, including operational and mission-critical technology environments, by 2025. *Source: Gartner: Top 10 Government Technology Trends for 2022*

# SOLUTIONS THAT SUPPORT THESE TRENDS



## COLLABORATION

Connect people—remotely—with those tasked to educate, protect, and support them.

- Engage with the community while connecting people to services wherever they are.
- Add the right collaboration systems, and you can find the right talent.



## NETWORKING

Offer new technologies, but don't forget to update the network upon which data travels.



## (IVR) INTERACTIVE VOICE RESPONSE

Send real-time notifications to parents/students/employees.



## CONNECTIVITY

Ensure students and government workers seamlessly collaborate in schools, at home, and in offices by securing Wi-Fi/connectivity; support solutions with high-speed bandwidth; can include wireless infrastructure.



**Zebra ET80/85:** A rugged tablet solution for essential front-line workers.



## CYBERSECURITY

Safeguard sensitive data and access to resources and utilities.



## VIDEO COMMUNICATION

Improve communications by more effectively leveraging video; enable students, parents, teachers, and government staff workers to connect anywhere.



**Cisco SecureX:** Unified visibility, automation, and security with third-party integration.



## (AI) ARTIFICIAL INTELLIGENCE

Deploy smart-city technologies that provide services and solve problems for city-dwellers.



## PHYSICAL SECURITY

Restrict access to secure areas; deploy facial recognition; use sensors to identify threats; protect students and staff members during in-person education or work.