Cisco Remote Expert Smart Solution for Government Services

An Innovative and Smart Way to Connect Governments and Citizens

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Case Study: Guldborgsund

**Guldborgsund** is southeast of Copenhagen in Denmark and includes six municipalities, covering around 900 square kilometers.

The Cisco® solution helps:

- Guldborgsund regional government stay connected with citizens and be present in their local environment.
- Local government better manage resources, cut expenses, and maintain professional expertise.
- Government agencies to stay open longer, using less personnel, all while offering the same level of service across six locations.
- Government agencies to consult and involve citizens early in designing solutions, avoiding the inefficiencies of meetings.
Case Study: Guldborgsund

SOLUTION

- Five remote service centers, serving 63,000 citizens
- Solution based on Cisco® Remote Expert for Government Services
- Cisco TelePresence® for immersive 1:1 communication with citizens from centralized location
- Remote document sharing and printing
- Integration with physical security and queue management camera to alert experts
Case Study: Guldborgsund

SOLUTION

- Expertise available to all citizens at multiple local services centers, with no center closures
- Maintained service levels, and reduced headcount, travel, and transport expenses
- Population enthusiastic about quality of service and how service is delivered
- Efficient, replicable model for all 98 municipalities in Denmark, anywhere in Europe, or anywhere in the world

RESULTS
Remote Expert Government Services
POD Overview

Pre-integrated POD features:

- Cisco TelePresence unit (with HD speakers and microphone)
- Cisco Remote Expert Manager
- Cisco Interactive Experience Client
- Printer
- HD document camera
- Touchscreen display
- ADA/DDA compliant*
- External POD housing can be custom branded*
- Complete with power, lighting, network services, and air conditioning* (optional)
- Three POD configurations available to choose from

*Available on selected PODs
Solution Overview

Giving citizens access to a portfolio of government services through a high-quality, high-definition video and voice experience

- Easy to use and initiate sessions
- Identifies, locates, and connects citizens with experts for specific services
- Delivers a compelling and immersive interaction
- Allows experts to conduct a complete service transaction, including document sharing and printing
- Enables citizens to have personalized experiences, maintaining complete confidentiality throughout
- Creates centralized, virtual pool of experts, increasing effectiveness and full utilization of available knowledge base

Advancing higher citizen satisfaction, at lower cost, with a better use of government resources and services
Expert Side

Consultation

- POD activates session
- 1:1 communication with citizen
- Capability to control the POD printer and document camera
- Ability to share documents and browser with the citizen
- Access to user case history and note taking

Cisco TelePresence screen helps enable instant connection and interaction with citizen through high-quality voice and high-definition video.

Picture-in-picture (PIP) technology allows expert to see the document using either the TelePresence screen or the citizen’s actual view.
Soon in Hamburg

- POD access in the Alstertaler shopping center
- POD with direct connection to district office of Wandsbek
- High level concept in place
- Phase 1: Delivery of nursery vouchers
- Phase 2: further citizen services to be defined
Case Study: City of Nice

Worldwide launch: Nice, February 25, 2013

Mayor demonstrates SPOT Mairie for remote, immersive citizen services
Thank you.