

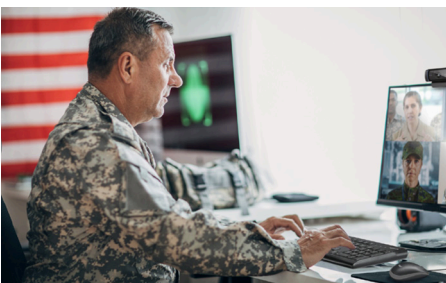


Advancing the Mission with Better Collaborative Government Experiences

To keep up with the rapid advancements in the world of work, today's federal IT leaders are looking to adopt new technology to drive productivity and deliver modern constituent services.



Advancing the mission in the era of the cloud



In today's world, the way government employees work has evolved. Flexible work has become a permanent feature, and agencies are investing in technology to modernize workplaces to empower teams to advance the mission from anywhere - whether they're traveling, in the office, or working from home.

In a recent webcast hosted by GovExec, Dave Hinchman, director of information technology and cybersecurity at the Government Accountability Office, and Scott Wharton, vice president and general manager of video collaboration at Logitech, discussed how government workers are adjusting to hybrid work models. They highlighted how agencies are leveraging investments in cloud communication platforms and the right workspace technology to optimize communication experiences, enhance services, and increase workforce productivity.

Cloud adoption in the public sector has gained significant momentum in recent years and there are many good reasons to support this shift. [Deloitte Insights](#) reports that cloud technologies help government agencies reduce costs, increase flexibility, bolster security, and data sharing capabilities. Through the utilization of cloud communication platforms, agencies can seamlessly harness tools like video conferencing to speed information sharing and enhance team collaboration, ultimately improving their overall capabilities and effectiveness.

Over the past few years, Microsoft Teams has become one of the world's top unified communications and collaboration platforms. In their Q3 2023 earnings call, Microsoft's CEO Satya Nadella shared that Microsoft Teams has over 300 million monthly active users. However, cloud platforms are only one piece of the puzzle.

Navigating the dynamics of flexible work practices can pose challenges for government leaders. Employees may not always need to be physically present in the office to be productive, necessitating the development of policies for determining when onsite presence is necessary. Additionally, investing in suitable workspace collaboration solutions is crucial to ensure that both in-person and remote participants have an equal meeting experience, thereby enhancing engagement and participation.

"You really need to take some time to understand what's driving all of your people, what gets them excited about going to work," Hinchman said. "Why are people excited to come in and do what they do? And,

Enhancing service delivery to the public



you know, are we giving them the tools to be as efficient as possible when they do that?”

Following an [executive order](#) aimed at enhancing federal service and restoring trust in the government, agencies have been steadfast in their commitment to offering services faster and more efficiently than ever.

However, as agencies seek to build trust, they can't depend on a one-size-fits-all approach. While digital experiences play a valuable role, they may not suffice when personalized face-to-face communication is essential for establishing strong relationships and fostering trust. Agencies must consider the nature of the services they provide, recognizing that certain services may benefit from a higher level of personal interaction to deliver the best possible experience.

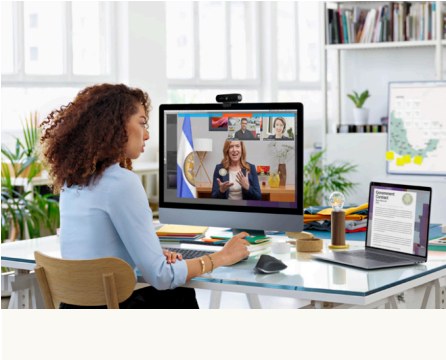
For instance, the [Department of Veterans Affairs](#) utilizes video collaboration to offer remote healthcare consultations, ensuring that veterans receive personalized medical attention regardless of their location. Similarly, agencies responsible for social services and assistance programs employ video communication to provide personalized support and guidance to individuals and families in need, creating a more human-centered approach to service delivery.

The [IRS Independent Office of Appeals](#) gives taxpayers the option to engage with Appeals via video conferences. This enables taxpayers to be seen, heard, and to visually share documents without the need to travel to the office in person.

Wharton shared that prior to the pandemic, most town hall meetings were in person, making them hard to attend for people who are working or have families. To address this issue, Wharton said, video conferencing was used to enable public access to meetings in real-time and makes the process fairer by ensuring that everyone's voices are heard even if they are not in the room.

Now, in a hybrid world, agencies must think about how to continue those inclusive processes and implement tools that go beyond simple video conferencing tools to immersive collaboration experiences that extend collaboration into the entire ecosystem of a room.

Equipping workforces and workplaces



Amidst the increasingly competitive professional landscape, the demand for flexible work arrangements is playing a pivotal role in an agency's ability to attract, recruit, and retain top talent. Federal agencies are acknowledging this crucial shift and prioritizing workplace modernization to adapt work environments to meet these demands. This involves equipping employees with the necessary technology to facilitate high-quality communication—wherever work or service delivery happens.

Technology helps agencies do more, letting public servants interact with the digital world faster, more effectively, and in more personalized ways. This makes their work more efficient. One example of this can be found in [a recent Logitech study](#) which showed that employees were 50% more productive using a mouse over a trackpad as it allows employees to work faster, more precisely, and accurately, leading to quicker decisions, and faster data analytics.

Better video helps remote team members understand non-verbal cues and collaborate more effectively. If remote employees feel like they're part of a meeting, they are more likely to join in on discussions.

Wharton believes if government workers have the right tools, technology, and IT support, they'll be happier and more effective in serving the public, and he says leaders should invest in workspace solutions that optimize communication while keeping the user experiences simple.

"Part of the reason why people are so exhausted and experiencing lower productivity is they just haven't invested in the right tools," he said. "We need to think about how to make employees the most productive wherever they are and that means investing in the right video and audio technology, screens and ergonomic solutions to support overall

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Dave Hinchman, Director, Information Technology and Cybersecurity,
Government Accountability Office

productivity, engagement and workforce wellness.”

Certified devices built to work seamlessly with the communication platforms most used by governments are important. These solutions not only help agencies ensure interoperability, but help protect IT investments as modernization efforts expand to varying workspace environments.

Logitech’s certified portfolio of [video conferencing solutions](#) are designed for rooms of any size and includes cameras that capture everyone, in the frame, providing a high-quality, equitable experience for those joining remotely. Certified with leading cloud communication platforms such as [Microsoft Teams](#), [Zoom](#), and [Google Meet](#), these solutions can standardize and simplify end-user experiences, driving user adoption with limited training. Logitech’s personal workspace portfolio includes [webcams](#), [headsets](#), [mice and keyboards](#), [docking stations](#) and [ergonomic solutions](#) for the desktop that improve productivity and create more professional collaboration experiences when working remotely or in a personal office.

Motivated by progress, federal IT leaders are wholeheartedly embracing technology, empowering workforces, and refining the connection between public servants and the digital world. As they shed reliance on outdated legacy solutions, a surge in productivity and cost reduction ensues, accompanied by the dawn of contemporary constituent services. This strategic pivot impeccably synchronizes with their mission-driven endeavors while serving as a steadfast testament to their dedication to a constituent-focused future in tune with the dynamic rhythm of modern work.



About Logitech for Government

Logitech is a global technology leader specializing in designing innovative and secure solutions for public sector organizations, including global, federal, state, and local governments, as well as the education and healthcare markets. With over 40 years of experience, Logitech has earned the trust of the US military, executive departments, independent agencies, state and local governments across all fifty states, as well as the largest health systems, school districts, and educational institutions nationally.

Our flexible voice, video, and productivity solutions make it fast, affordable, and sustainable to modernize government workspaces. We design high-quality, easy-to-deploy solutions are certified to work with leading cloud communication platforms used by governments. Logitech's innovative solutions empower governments to increase productivity, optimize communication experiences, and enhance service delivery.

We partner with resellers, systems integrators, and consultants globally to deliver cutting-edge solutions, software, and services through a wide variety of contract vehicles.



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