



# In a Hybrid Era, Modernized Networking Supports Government Productivity

**Across the federal government**, the recent shift to remote work has brought networking needs to the fore.

In the peri-pandemic era, personnel need robust networking capabilities in order to collaborate effectively. Productivity these days depends on the ability to share data and information easily, to work together seamlessly despite geographic separation. At the same time, remote connectivity has heightened concerns about network security.

Despite the hurdles, government workers still need to deliver on the promise of citizen service in an environment that protects vital data and systems from cyber incursion.

“Having the right network is foundational to all of that,” said Christian Nascimento, vice president of product management and strategy at Comcast, and a senior broadband-industry business leader.

A robust, modernized approach to networking helps ensure government workers can continue to collaborate effectively, even in the hybrid work environment.

## The Remote-work Challenge

As government workers shift from an in-person environment to a virtual footing, it can be difficult to sustain productivity.

“How do you make sure that those folks are all connected and getting their jobs done in the way they need to?” Nascimento said. “It’s not just about talking to each other. It’s about collaboration. When we’re all in a conference room, we’re whiteboarding and we’re talking, we’re trying to solve a problem together. Now agencies need to replicate that experience in a more virtual world.”

Legacy networks may not be up to the task. They may lack the capacity to support the steadily increasing data flows that come with a hybrid work environment. Even if capacity is available, many

legacy approaches do not offer the flexibility IT teams need to make the most of their networking resources.

“As the data load has gotten bigger, agencies may find their network solutions don’t have the ability to adapt to a constantly evolving need,” Nascimento said. This has a direct impact on productivity: When the network cannot support the needed workflows and real-time interactions, it’s hard for federal personnel to deliver on the promise of citizen service.

Security, too, is an increasing concern in the hybrid world. Virtual operations are a tempting target looking to exploit high-value government data. Malicious actors may turn to the network as a means to disrupt mission-critical information and services. Legacy networking solutions often do not offer adequate protection against such exploits.

All these challenges can make it difficult for government workers to carry out essential tasks, which can translate to frustration that can lead to risks associated with recruitment and retention, says Nascimento.

“People go into government because they’re inspired to serve, but the private sector is starting to offer tools that can simplify an employee’s remote work experience and ability to be productive,” says Nascimento. “If you can’t effectively address hybrid work, and people feel they aren’t able to deliver on the mission, you run the risk of not being able to recruit the best and brightest.”

## A Better Approach

A modernized network can help address all these diverse challenges. It can have the capacity to handle the increased traffic flow, as government continues to pivot toward a hybrid environment. It can incorporate intelligent management tools give IT leaders the flexibility to make the most of those network resources. And it can have security capabilities to address rising cyber threats.

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The core network, for example, can incorporate Artificial Intelligence tools that recognize when nodes are getting hot, or when capacity is increasing in a certain place. They'll send automated alerts and take action to reroute that traffic, in order to continuously align capacity with demand.

Agencies also get greater flexibility and control. Modernized networking tools "will support management portals and software-defined networking capabilities that give agency IT teams visibility into network activity, along with the ability to make adjustments as needed," Nascimento said. That control becomes especially important in the hybrid world, he noted. When employees are connecting from a varied range of locations, proactive network management helps to ensure efficiency and productivity.



In terms of security, a modern "smart" network will be able to detect and respond to suspicious activity such as a denial-of-service attack. "If somebody is trying to clone your IP address or break into the network, a smart network can have tools in place to recognize and remediate that, before it ever gets to the end user," Nascimento said.

In seeking a more effective approach to networking, government agencies can look for a provider that delivers these modernized capabilities. The provider should also have an API strategy that ensures the

network can align with third-party solutions, "especially the cloud-based applications that are increasingly in use in support of the federal mission set," Nascimento said.

### How Comcast Helps

The federal government has turned to Comcast in support of some of its most urgent networking needs. The United States' Defense Information Systems Agency (DISA) for example is relying on Comcast in its effort to replace legacy circuits nationwide with Ethernet-based services, with an eye toward improving network performance and managing overall telecommunications expense.

In use across a range of government agencies, Comcast's Smart Network Platform leverages multiple Artificial Intelligence and Machine Learning technologies that make the network fast and reliable. The platform automates many of the core network functions, helping to reduce outages.

To ensure reliability, Comcast performs over hundreds of thousands of network diagnostic speed tests a day, and the company has invested nearly \$20 billion in recent years to evolve and grow the network.

"We have a footprint that extends to both commercial and residential locations across the continental United States," Nascimento said. "We use that to provide networking and connectivity services in a variety of different

ways, to meet a variety of different needs, whether it's a network between multiple government agency locations or between remote workers and their government offices."

Comcast's experience and expertise "all are focused on providing connectivity — bringing people together to ensure they are working effectively," he said. Amidst the challenges of hybrid work, Comcast's extensive reach and deep technical expertise can help federal agencies to keep workers productive, delivering flexibility in changing times while still supporting government's rigorous needs around security.

### For More Information

Learn more about how Comcast can help your agency support the next era of work: [business.comcast.com/federal-government](https://business.comcast.com/federal-government)

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