



## FORMS AUTOMATION FOR THE GOVERNMENT INDUSTRY

### Managed Communications

The Reason why Government Agencies are Recognizing their Mobile Solution needs to be more than just a Laptop and a Cellular Data Card.

#### Issue

“Going Mobile” has incredible appeal and presents significant opportunity for productivity and quality of life enhancements. However, many early adopters are suffering revenue and productivity losses because of a flawed mobile strategy. The single biggest mistake Agencies make is to assume a mobile connection to the Internet (a Laptop with a Cellular Data Card) is a **mobile solution**.

#### Background

The concept of being able to work from anywhere at any time has been touted by technophiles for more than a decade. With the unprecedented proliferation of wireless network infrastructure, there has never been a better time for Agencies to consider building a mobile solution for their field workers. So how does an Agency provide the same level of network availability, security, simplicity, and reliability in a mobile environment that their employees now enjoy with their Office LAN?

The answer is **Managed Communications**.

#### **Network Availability**

When developing a mobile platform, Agencies must recognize that their employees will be faced with connecting to a multitude of new wireless options such as Wi-Fi and dozens of Cellular technologies. Agencies should also recognize that regardless of wireless technology, there will **always** be areas in which there is **Limited or No Connectivity**. Connectivity issues can be significant stumbling block when deploying a successful mobile solution. Mobile solutions that employ Managed Communications technologies allow the mobile worker to be connected to the fastest most reliable network without end user interaction. As the Mobile Worker travels, the Managed Communications platform will seamlessly continue to connect them to the fastest, most reliable network in their immediate proximity.

Managed Communication technologies employ, store, and forward data standards for situations where there is limited or no connectivity available, removing the multiple reconnection attempts burden from the Mobile Worker. Data transmission is paused and information is stored in a queue during periods of no connectivity. Transmission is automatically resumed as soon as Managed Communications determines that the network connectivity is again available. Simply put, Managed Communications technologies allow the end user to only hit “Send” button and to

move on to their next task. With Managed Communications, Mobile Workers no longer have to spend any time or energy trying to determine on wireless availability, connectivity decisions, or security options, and is simply the best way to send their data.

### ***Security***

Given that Mobile Workers are connecting different wireless networks, operated by a wide variety of entities (and in some cases, private citizen Wi-Fi), Agencies have a real concern over data security and data integrity. Appropriate Managed Communication technologies automatically enforce security compliance and utilize data encryption technologies during wireless data transmission.

Agencies need an automated system to ensure security of their wireless transmitted data instead of relying on the end user to secure it for them. Agencies should have a way to control and even remotely erase any data from an end users hardware device should that device become lost or stolen.

### ***Simplicity and Reliability***

It can't be overstated that for a mobile solution to be successful and provide an effective ROI, it must deliver on the key principle of being easier and more reliable than the process it is replacing. By mitigating the complexities of connecting to a host of available networks and automatically securing the data, Managed Communication technologies make **deploying** and **managing** mobile solutions much **easier**, **more secure**, and **less expensive** than other alternatives.

### **Conclusion and Recommendations**

**EasySend**, the Managed Communication technology from Field2Base, solves the complexities of connecting to an appropriate wireless network and securing user data in a mobile environment. EasySend finds the fastest, most reliable network for the end user and automatically connects to the best alternative then sends 256 bit AES Encryption. Any time the user suffers an interruption in their connection; EasySend will automatically reconnect the user and continue to send the data to completion.

EasySend from Field2Base will guarantee the secure delivery of your field seamless to any number of e-mail recipients, to one or more online hosted databases, or to any number of Agency host systems. The EasySend process occurs in the background without any interaction required from the end user. This allows mobile user to truly enjoy the freedom and productivity gains that come with mobility without being overwhelmed by complexity or connection issues. Most importantly, with Managed Communications, a mobile solution is easier, faster, and more reliable than previous field processes.