

Streamlined Communication & the Agile Workforce



The hybrid workplace is here to stay. That brings both challenges and opportunities for state and local governments. In this Q&A, **Naveed Husain**, global vice president of industry principals at RingCentral and former CIO of Teachers College, Columbia University, discusses how communication technology can enhance collaboration among government staff, leading to seamless engagement with the public.

How will the public sector evolve in the near future?

We will continue to see government working to be much more agile in its delivery of services. The public sector of tomorrow will strive to identify what constituents need and deliver on those requirements as rapidly as possible.

We will also see the government workforce address the continued challenge of a hybrid work environment. Government employees will not all be working in the same physical location as they were before the pandemic. Government will need to adapt to allow peers to work together within the office and remotely.

How has the hybrid work environment impacted the way government employees communicate, both with each other and with the public?

The ability to provide work from anywhere as an option is a powerful tool in facilitating optimal communication between peers and other employees. In a hybrid environment, departments can decide when to get together in person to work on projects, and when it is preferable to collaborate outside of the office.

A hybrid workplace also impacts the way government employees communicate with the public.

Employees in a hybrid space have newfound mobility and agility. They can interact with the public as needed, either through in-person interaction or online. This increases citizen and agency engagement, which increases transparency and builds trust.

How can technology help meet the changing communication needs of government?

To create an agile workforce that can respond to the needs of the public, government needs to simplify processes on the back end. Many government services require complex interactions internally within a department, across departments or even across third-party partners. Technology allows government to streamline these interactions so that the public is oblivious to any backend complexities. Instead, the public only sees a simple, easy interface on the

front end, an interface that gets them what they need.

What best practices should government implement when procuring or implementing a new communication technology?

Address solutions for the long term. Agencies need to turn on their high beams and look far down the road. By assessing the technologies they have today and modernizing a few key components, departments can be better equipped to maintain their agility and responsiveness for the long term.

One way for public sector leaders to develop these long-term solutions is to take time to assess where they are with their communications and what new technologies are available. This will allow them to explore how these modernization tools might enhance current capabilities.

Government leaders are extremely busy, and this kind of strategic evaluation takes time. But by looking at different technologies available from vendors and comparing these advancements to legacy technologies, governments can make the important transformation from being reactive to proactive.



RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact center solutions based on its powerful Message Video Phone™ (MVP®) global platform. More flexible and cost effective than legacy on-premises PBX and video conferencing systems that it replaces, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect via any mode, any device, and any location. RingCentral offers three key products in its portfolio including RingCentral MVP™, a Unified Communications as a Service (UCaaS) platform including team messaging, video meetings, and cloud phone system; RingCentral Video®, the company's video meetings solution with team messaging that enables Smart Video Meetings™; and RingCentral cloud Contact Center solutions. **Learn more at www.ringcentral.com**