

Solutions for government: managed services



Support your day-to-day IT management and networking needs with Spectrum Enterprise.

Government agencies rely on their networks and communications to function securely, efficiently and at peak performance. IT leaders are expected to understand how cybersecurity, Internet of Things (IoT), AI, cloud computing and more are affecting their communities and operations, in addition to maintaining an operating network and controlling costs.

Agencies are also challenged to hire and retain staff as security requirements are constantly evolving, trends are changing and technology is advancing.

It's crucial to partner with a technology provider that can turn your purpose into a plan of action. With Spectrum Enterprise®, a part of Charter Communications, you can simplify and enhance the management of your IT services.

Managed services from Spectrum Enterprise includes network design, equipment, installation and operations. Our services are backed with a service-level agreement (SLA) that includes a 100% uptime guarantee.* Our consultative approach helps identify the best government-grade managed technology solutions to accomplish your objectives — spanning connectivity, networking, managed cloud security and communications. And, our easy-to-use service portal delivers network performance insight and enables you to make better informed decisions about future IT investments.

Increase operational efficiency

Our connectivity solutions offer exceptional ways to reduce costs, ensure flexibility and promote operational efficiencies now and as your network continues to evolve. You can easily add services without costly infrastructure changes, reducing your total cost of ownership.

Secure your organization

Help protect your network and critical data to maintain public trust. With private network and government cybersecurity solutions, you can implement enhanced security against cybercriminals and bad actors on your ever-changing network.

Empower your remote workforce

Implement solutions to enable your personnel to work from anywhere via secure VPNs to your network. Empower your agency to continue to operate no matter the situation and attract skilled employees regardless of location.

Evolve legacy systems

Migrating from legacy systems doesn't have to be difficult. We can transition your network to a modern SD-WAN architecture or implement a hybrid WAN to help you migrate over time. Enhance cross-agency collaboration with fast, reliable digital connectivity that enables connection to multiple databases and the cloud.

Maintain business continuity

Our technology solutions, strategies and support enable you to quickly adapt to whatever comes your way. Expect the unexpected and lead your agency through uncertainty with the confidence that your network will keep up.

Optimize performance

Strengthen your IT with our expertise and fully managed services that mitigate risk, automate updates and solve your biggest technology challenges — freeing your IT team to focus on key objectives.

*100% uptime SLA guarantee applies only to Dedicated Fiber Internet, Secure Dedicated Fiber Internet, Ethernet Services, Cloud Connect and Enterprise Trunking.

Technology that works for you.

Our portfolio is purpose-built to shoulder the mission-critical challenges facing government agencies. Whether the task at hand is improving resident service delivery, ensuring seamless cross-collaboration between agencies or securing citizen data, our solutions welcome the responsibility of connecting and protecting your municipality today and tomorrow.

One team, with government contracting experience, to guide and advocate

- Client services, project management, local construction — all in one team.

Self-service portals

- Greater visibility, control and troubleshooting with near real-time status and reporting.

Proactive nationwide network monitoring and tech support

- U.S.-based representatives that are prepared to support your mission 24/7/365.

Powerful service-level agreements (SLAs)

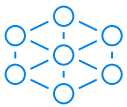
- SLA coverage of your entire network, including the connection to your premise equipment.
- 100% uptime SLA guarantee with 4-hour target time to restore services.*

Our government solutions portfolio:



Internet

- Dedicated Fiber Internet
- Secure Dedicated Fiber Internet
- Spectrum Business Internet®
- Wireless Internet



Networking

- Ethernet Services
- Cloud Connect
- Wavelength Services



Voice and collaboration

- Enterprise Trunking
- Unified communications
- Hosted Call Center



Managed services

- Enterprise Network Edge (SD-WAN, WiFi and security features are available)
- Managed Network Edge (SD-WAN, WiFi, security features, smart cameras, environmental sensors, switching and teleworker services are available)
- Managed Router Service



Security

- DDoS Protection
- Secure Access with Cisco Duo
- Cloud Security with Cisco+ Secure Connect



TV

- Set Back Box TV
- Fiber Connect Plus TV
- TV Streaming Access

Learn more

enterprise.spectrum.com/government

About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving many of America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes [networking and managed services solutions: Internet access, Ethernet access and networks, Voice and TV solutions](#). The Spectrum Enterprise team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit enterprise.spectrum.com.