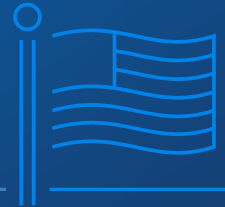# Easy access to cost-effective connectivity with DIR

Digital transformation and IT modernization are essential to creating a better resident experience. To increase civic engagement and satisfaction, government agencies need to have reliable, cost-effective, high-speed connectivity and a solid network foundation.

Procuring essential network services and network solutions can be complex, especially for government agencies with limited IT resources. Fortunately, the Texas Department of Information Resources (DIR) provides a system for state and local government, public education and other public entities to procure the IT services they need to enhance the lives of their residents. Through our Communications Technology Services Agreement with the DIR, terms and conditions and discounted rates are pre-negotiated, which means public entities can more quickly and easily access the technology solutions they need.

Reliable connectivity solutions

Solutions from Spectrum Enterprise®, a part of Charter Communications, are available through the DIR contract. Pricing and contract details are available on the DIR website.

Fiber Internet Access: Achieve dedicated internet connectivity with symmetrical upload and download speeds and bandwidth up to 100 Gbps.

Spectrum Business Internet®: Support your internet needs with three speed choices, up to 1 Gbps download speeds, unlimited bandwidth usage and no speed throttling.

Ethernet Services: Meet ever-growing data needs by connecting agency locations with a fast, reliable wide area network (WAN) solution. Our high-performance fiber network accommodates large file transfers and public safety video feeds, with bandwidth up to 100 Gbps.

Cloud Connect: Allow agencies to connect to leading cloud service providers (CSPs) over a private fiber network, bypassing security vulnerabilities, delays and added complexity associated with the public internet.

Wavelength Services: Ensure fast data transfer for your most demanding applications, including critical cloud services, data center connectivity and data replication via high-speed, dedicated WAN connectivity with bandwidth up to 100 Gbps.

Enterprise Network Edge: Improve the network experience for your agencies and residents with an enterprise-grade managed solution that brings together connectivity, equipment and network management to support both hybrid networks and workforces. Powered by Fortinet, the solution simplifies IT operations by providing secure networking with optional integrated WiFi and switching in a multi-cloud-ready platform.

Managed Network Edge: Simplify the deployment and management of your network with this modular, all-in-one solution. Delivered over the Cisco Meraki platform, Managed Network Edge offers security features, routing, SD-WAN, WiFi, switching, environmental sensors and the ability to work from anywhere there is an internet connection. Achieve flexibility and scalability with connectivity, equipment and network management from a single partner.

Managed Router Service: Make sure your network is running at top performance with current equipment that automatically identifies and corrects bottlenecks and provides failover service to a second router, efficiently managing traffic flow and bandwidth use with a fully outsourced solution that won't burden IT staff.

Secure Access with Cisco Duo: Help protect your agency from unauthorized access to sensitive systems, regulatory violations and data loss that can disrupt your mission. Capabilities that include zero trust network access (ZTNA), multi-factor authentication (MFA) and identity management allow IT to set access policies by user and device, regardless of location.

DDoS Protection: Guard against malicious volumetric attacks designed to overload your network and prevent access to applications, systems and information with world-class distributed denial of service (DDoS) threat identification and mitigation.

Unified Communications with Webex: Answer communication and collaboration needs with a fully managed, cloud-based unified communications solution that brings together calling, messaging, meetings, virtual workspaces and more in a single application. Spectrum Enterprise Unified Communications (UC) with Webex delivers a unified experience for today's mobile, on-the-go workforce.

Enterprise Trunking: Maximize the value of premises-based PBXs with reliable, cost-effective, feature-rich and easy-to-scale PRI and SIP trunking solutions.

Spectrum Business Voice: Offers unlimited local and long distance calling along with 35+ FREE advanced business calling features — more than any other provider. These features include transferring calls instantly, adding on hold music for a pleasant waiting experience and much more.

DIR
Texas Department of Information Resources

Charter® COMMUNICATIONS | Spectrum ENTERPRISE™

We're committed to Texas.[1]

3.5 million
customers served

478
communities served

15,571
Texas-based employees

$1.1 billion
2022 capital investment[2]

A partner you can trust

In addition to the right internet, network and voice solutions, you need a strategy and a trusted partner for your digital transformation to be successful. Spectrum Enterprise understands no two governments are the same. This knowledge has helped us to successfully serve local and state governments nationwide for over two decades.

We put the needs of our clients first and are committed to ensuring an exceptional client experience with:

• Dedicated account teams and local technicians.

• 24/7/365 U.S.-based telephone support.

• An end-to-end service-level agreement (SLA) that ensures availability and uptime.

We can help enhance your internet, network and voice and unified communications services to enable Texas communities to thrive.

Learn more and connect with a government IT expert on our website**.**

1. All data as of December 31, 2022.
2. January 1, 2021 – December 31, 2022.

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.

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enterprise.spectrum.com/state-local-government   SE-GV-FS007_v2