

PUT AN END TO UNPLANNED OUTAGES

Advanced Technology — and Personalized Support — keep government agency networks highly redundant and resilient

Oh, the trouble public agency data centers have seen

According to a recent survey by *Government Technology* magazine, nearly 40 percent of public organizations experienced five or more IT outages in a year. And over 50 percent cite the need for stronger network redundancy as a top network priority.

Telecommunications leader Cox Business helps government entities avoid these unplanned outages, which can hit agency pocket-books to the tune of more than \$100,000 each day. Cox couples the latest fiber optics and coaxial technology with industry leading service to deliver the highest levels of business continuity and disaster recovery.

Reliability with Hybrid Fiber-Coaxial (HFC)

Cox offers government agencies many options. It can serve as a primary bandwidth supplier, gearing custom packages and cloud services to agencies with single or multiple sites. Or, Cox can be one of several redundant Internet providers to ensure maximum uptime.

Its HFC platform offers a highly reliable fiber backbone, with coaxial cable to connect customers to that backbone. HFC is known as a cost-effective technology capable of transporting large amounts of data — including video and voice— with low noise and interference.

Cox Business technology adeptly allows agencies and schools to supply the services stakeholders, constituents, teachers and students expect, using:

- Easily scalable network solutions and cloud services to provide redundancy in case of disaster or disruption
- Dual network connectivity to support VoIP phone systems, internet connectivity and distance learning
- The ability to operate a wide-area network that supports numerous satellite sites with the simplicity of a local area network

Customers also benefit because Cox builds and maintains its own fiber network, so its technicians remain knowledgeable and well equipped to troubleshoot any potential issue.

Customer care with a personal touch

Even with upgraded, innovative technology, public agencies wind up without access to outstanding service. Cox Business addresses this need by assigning a support team to each of its public customers. The team typically includes an account manager, sales engineer and billing coordinator, and a local technical assistance center and a network operations center.

Interested in learning more about how Cox can aid your agency?

A Cox Business representative can conduct a thorough review of your organization's requirements, including infrastructure needs and uptime to assemble a solution plan.



To get started, visit coxbusiness.com/government.