Transform how city workers get the job done.

Microsoft CityNext and mobility

Cities. They’re magnets for jobs. Education. Culture. Community. Today, we’re in the midst of an urban renaissance: Increasing numbers of people are moving to cities to improve their quality of life. A trend that’s projected to continue: More than 65 percent of us will live in cities by the year 2050.¹ This migration isn’t limited to bustling metropolises. Smaller cities and municipalities also serve as hubs for higher education and innovation in healthcare, science, and energy—the engines of new ideas and businesses that can spur breakthroughs and economic growth.

The march toward urbanization translates into new opportunities: Denser populations that can enable more efficient service delivery. Growing populations that can attract more entrepreneurs, who, in turn, generate more economic opportunity—and that can attract more global investments, create more jobs, and increase the tax base. Aging populations—and improvements in policing—that can make cities increasingly safer.

Not surprisingly, urbanization also ushers in a new wave of challenges. Antiquated infrastructure. Public health and safety hazards. Economic instability. As a city leader, you’re tasked with addressing emerging demands and even greater citizen expectations—within constrained budgets and while working across siloed agencies.

Microsoft CityNext for Smaller Cities and Municipalities can help you unlock the most important resource of any city—people. How? By delivering innovative, digital citizen-centric services that can help improve efficiencies and reduce costs. Empowering public services, businesses, and citizens to work collaboratively, Microsoft CityNext can provide a springboard for city innovation and economic prosperity.
Untethered.

Today, mobility and the proliferation of personal devices blend how your agency and citizens work and live. Rapid access to information and apps—from virtually any location, anytime, on nearly any device—can empower citizens to interact efficiently with public services. And give administrators, case workers, clinicians, elected officials, field inspectors, maintenance workers, and first responders the agility to get the job done—wherever it takes them.

A mobile computing platform can help remove geographic boundaries—and the need for your staff to remain anchored to a desk. With Windows 10 Enterprise and Windows devices, you can give your team security-enhanced, reliable access to organizational, citizen, and patient information. Wherever the data resides, regardless of authorized staff members’ physical locations or the devices they choose to access it with—helping to improve productivity without compromising security.

The Windows 10 platform delivers a single security model and a single deployment and management approach. Making it easier for your IT team to maintain the control, manageability, and safeguards required to help them protect agency information and support compliance policies.

The outcome: You can increase responsiveness to citizens and patients. Improve transparency and the caliber of public services you provide. Enhance and speed decision making. And streamline operations as you keep costs in check.

With a Microsoft mobile computing platform, staff with an Internet connection can be granted seamless, security-enhanced mobile access to critical agency information resources that reside on your city’s network. Case managers and inspectors can capture information directly on their tablet devices, eliminating the need to transcribe paper-based documents into a digital format—while they increase efficiency and reduce transcription errors. Assets can be captured digitally in the field (for example, photos, signatures, comments), then appended directly to case files to create more complete records.

Without access? Robust Windows devices’ offline capabilities enable on-the-go staff to run even legacy desktop apps.

To improve information sharing and contain costs, your mobile computing platform can provide quick, easy access to information—and to support personnel—during criminal investigations, natural and manmade disasters, or other emergencies to help protect the lives of both public safety personnel and citizens.

Highly specialized apps for cities like yours can help drive efficiency, insight, and action—from traffic, inspection, and incident reporting to mobile document approvals, physicians’ rounds, case management, and disaster or emergency response. The Windows Mobile Application Platform makes it easier for developers to create and launch those specialized apps. Your agency can save time and money writing to a single, universal API that works on the full range of Windows devices while tailoring user experience to the device according to screen size, input, and accessories. So clinicians, law enforcement, and administrators can take advantage of unique Windows features like Cortana, Live Tiles, and interactive notifications to improve their experiences—regardless of the device they’re using. The Business Store gives you flexibility to offer new line-of-business apps to your staff—in a private store within the public Windows Store.

Apps on in-vehicle and handheld mobile devices can enable police and fire commanders to share incident-related information and have a common operating picture through their mobile devices, gathering the insights they need to take appropriate and swift action—even if they’re not in an emergency operations center.

From the time and location data generated on a worker’s mobile device, city supervisors can assess the elapsed time between a citizen reporting a pothole and the time—to the minute—when a maintenance worker repairs it. City health teams can deliver coordinated care in homes, community centers, or even in the workplace. With this flexibility, you can help improve quality of life for citizens with disabilities or chronic conditions, enable elderly citizens to live at home longer, and make it possible for city and health authorities to do more within shrinking budgets.

In your continued mission to better serve citizens, you can deepen their engagement by offering mobile apps that create a platform for constituent input on city initiatives, creating a two-way connection between citizens and government decision makers. Through your apps and their mobile devices, let citizens serve themselves.

Locate local services and public data, like revenue and tax information. Submit applications for licenses or land-use permits. Even connect with agency staff to get timely answers to questions.
Smooth roads ahead.

Snow. Ice. Onshore oceanic climate shifts. All affect the citizens—and the roads—of Shimane Prefecture, sandwiched between the Sea of Japan and the Chugokū Mountains. Every day, staff members of each prefectural land maintenance office patrol these roads. The mission? To maintain, repair, inspect, and manage the arterial roads trafficked heavily by citizens and their automobiles.

Road crews, using digital cameras, take photos of road anomalies like fallen rocks or cracks. Then return to their office, where they have just one hour to prepare reports and submit them to the maintenance and repair department. To speed an otherwise laborious process, and to efficiently deliver precise information about onsite situations, the Shimane Prefecture Public Works Department has adopted cost-effective Windows tablets.

Staff can now shoot photos onsite with the tablets’ built-in cameras and a road inspection app. Write comments onto the photos and organize them in folders based on inspected location. And prepare inspection records onsite with Microsoft Excel to distribute via Microsoft Outlook to each prefectural land development and conservation office. By providing more detailed information, the public works organization can significantly improve emergency procedures.

When roads are blocked due to a disaster and an ambulance has to transport sick or injured persons, taking a wrong turn could be a matter of life or death. By improving cooperation among different departments and the efficiency of information sharing, as well as sending out road information promptly, we will be able to help evacuate people safely. I hope that Windows tablets and the application will serve us well as the supporting tools we need for such information sharing.

Hideaki Ishikura
Chief of Public Works and Construction Division
Hamada Prefectural Land Development and Conservation Office

Read the whole story.
Practice revolution.

Seattle Children’s Hospital: A passionate community dedicated to improving pediatric patient outcomes. With their Microsoft mobile productivity solution—including Microsoft Surface, Windows, and Microsoft Office 365—hospital clinicians can move seamlessly between accessing clinical records. Delivering dictation directly into electronic medical records. Reviewing data in a single view. And making welcomed direct eye contact (as they interact through their Surface devices) with patients and their families.

Watch the video.

New device enhancements like a new generation of low-power processors—combined with Windows 10 power-management capabilities and hot-swappable batteries—mean that first responders, remote care teams, or crime scene investigators can use those devices for prolonged periods of time—without worrying about power interruption. And when nurses on home visits, for example, sync notes across devices—like Microsoft Surface and Windows Phone as well as iOS and Android devices—they can make relevant information accessible to clinic and hospital staff almost immediately.2, 3

The broad portfolio of Windows tablets and phones lets you select devices that fit within your budget. Integrate into the infrastructure you’ve already built. And help deliver a consistent experience that can foster individual and team productivity. On new Windows 10 devices, your teams can run the latest Windows apps and Microsoft Office 365. Because Windows 10 can also run on the devices your agency already owns, you can preserve current investments.

Windows 10 can help your agency reduce the cost and complexity historically associated with managing and deploying Windows devices. With Windows as a service, your staff receives a stream of continuous innovation. Get security updates and fixes quickly, and deploy on a cadence that works for your city. Reduce management costs as you balance agility and control. And stay always-up-to-date with the latest technologies.

Flexible.

What’s your mobility strategy? A comprehensive mobility strategy encompasses a choose-your-own-device (CYOD) approach for city-owned, approved, and managed devices (one that allows staff to select a device from a finite list) and a security-based bring-your-own-device (BYOD) policy. Extending flexibility to both users and IT staff. Your strategy, based on the type of work staff members perform, can help your team maintain constant communication, increase efficiency, and sustain productivity—with a familiar experience across networked workplace and personal devices—wherever your team’s travels take them.2, 3, 4 A BYOD policy can also help you eliminate the costs associated with data plans and device acquisition.

A solid, citywide mobility strategy can help manage city worker identities. Protect devices, apps, and data. Contain costs. And speed return on investment.

Read about the benefits in Forrester’s Total Impact of Microsoft Enterprise Mobility Suite report.

Today’s devices deliver capabilities—like touch, lighter weight, longer battery life, instant-on, embedded Wi-Fi streaming, and LTE support—that can create new mobile scenarios for city agencies. With a choice of device type and form factors that suit specific needs—from smaller tablets with superior stylus capability for case workers in the field; 2-in-1 devices to support staff who move from desktop to laptop and tablet with a single device; 82-inch touch devices for city planners; or ruggedized MIL STD 810G devices for police or first responders at the scene of an incident—Windows 10 devices can help your teams to fulfill crucial missions virtually any time, virtually any place.2, 3 With a tailored experience for each type of device.

When we have very quickly evolving situations with patients, jotting down notes is still the way that most clinicians go. The fact that we can electronically do it with the ease of a pen—and something that is incredibly responsive—and have electronic capture of that data is something that would revolutionize our practice here.

Dr. Maida Chen
Director of the Pediatric Sleep Center
Seattle Children’s Hospital
Solid.

The dramatically strengthened, built-in protection of the Windows 10 Enterprise operating system— with features like biometrics, malware protection, encryption, and optimal IT control— offers enterprise-grade security, gatekeeping sensitive data.

Your IT team can control access to city resources based on worker identity, registered device identity, and the city worker’s location. IT specialists can also set, manage, and apply security policies to help maintain device compliance and enhance security throughout your organization. Through Windows Hello,6 take advantage of support for fingerprint, facial, and iris-based recognition. Enterprise credential protection isolates a user’s derived credentials, so intruders are unable to access them.

Threat scanning and protection enhancements, message and data encryption, and biometric authentication that use robust Microsoft security protocols can help to better protect devices that access critical IT assets, communications, and data from attack. Monitor threats centrally, and set alert notifications to help keep staff updated about malware detections. Through rigorous access controls that help prevent untrusted apps from starting, Device Guard enables your agency to stay a step ahead of malware. IT specialists can lock down devices, granting access only to apps from trusted sources.

Citizens, patients, and regulatory bodies expect you to protect sensitive data. Automatically provisioned device encryption technology and Enterprise Data Protection help ensure that only registered and trusted devices are allowed to access secured organizational data—like personal health information and financial data. Your IT specialists have full control of keys and data, and can remotely wipe data on demand. Because staff can sync apps across devices, they can easily transfer apps and preferences from lost or stolen devices to their new devices—without IT intervention.

With an automatic prompt to sign in with a single click, connect mobile devices to security-enhanced health networks, online apps, and backend systems, so clinical care and public safety teams can find, share, and update time-sensitive information from virtually any location, anytime.2, 3 Single sign-on capabilities enable staff to set up city accounts and personal data accounts on one tablet while keeping them separate and highly secure.

Ready to upgrade your Windows 7 and Windows 8 devices to Windows 10? Your IT specialists have access to a range of flexible deployment options that can help decrease cost and complexity while preserving data and settings to keep staff up and running.

What’s next?

A Microsoft CityNext mobile computing platform can help you facilitate real-time communication and collaboration among staff, citizens, and colleagues, wherever they might be, on virtually any device.2, 4 Enable patients to access their health information, citizens to report road hazards, or your team to brainstorm with community members to solve pressing challenges. Open exchanges of ideas and information—and greater transparency—can better position you to improve citizen and patient experiences, and increase satisfaction across your entire ecosystem.

Microsoft CityNext can create a bridge that spans where your city is today and where you want to take it tomorrow. Through a broad portfolio of familiar, security-enhanced software, next-generation devices, and cloud services, Microsoft and its vast, global network of deeply experienced Microsoft Partners are uniquely equipped to enable a people-first approach to city innovations. Through Microsoft CityNext, we’re helping cities like yours to build on current investments and to incorporate new innovations at their own pace—all to help increase efficiencies, reduce costs, and foster a more prosperous life for all.

Realize what’s next for your city.

2 An appropriate device, Internet connection, and supported browser and/or carrier network connectivity are required. Data charges may apply.
3 Microsoft solutions may not support all devices at the same level of features, functions, capabilities, and security.
4 For Office resources and requirements, see office.com/information.
5 Apps sold separately. Availability and app experience may vary.
6 Windows Hello requires specialized hardware, including fingerprint reader, illuminated IR sensor, or other biometric sensors.