Spark citywide collaboration, reinvent productivity.

Microsoft CityNext and productivity

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 create healthier, safer, and more sustainable communities. Smarter technologies in cloud, mobility, and analytics—the heart of Microsoft CityNext—can offer insights and new approaches to 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.
Build high-performing, responsive teams.

City agencies like yours recognize that more work gets done when people come together in teams—ad hoc, long-standing, or dynamic—to solve challenges, both large and small. But to achieve peak productivity and facilitate effortless collaboration, you’ll need to remove the geographic, functional, and information silos that often act as barriers. Microsoft Office 365 offers an enterprise-grade productivity platform. Seamless experiences across the applications your staff know and use every day. And the ability to form agile teams that can readily adapt to changing conditions, solve problems on the fly, and respond in real time to citizens and colleagues.

With Microsoft Office 365, you can enable teams to work cost-effectively from virtually any location, anytime, on virtually any device, creating dynamic networks among city workers at all levels and the people you serve. So, you can help deepen civic engagement and participation as you improve staff productivity and responsiveness.

Empower social productivity, improve collaboration.
Voice and video calls, online meetings, virtual whiteboards, presence, and instant messaging. All enable city workers, first responders, and care teams to consult with one another, brainstorm and co-create content, get answers to time-sensitive questions in real time, reduce travel costs, and improve outcomes.

Empower your IT team to provide city and health professionals with a rich experience and access to the data, applications, and information they need in transit between hospital and office, or while working from home, on virtually any device—without increasing support costs and while reducing downtime. Adaptive features and a common architecture deliver seamless experiences and smooth transitions from smartphone to tablet to desktop, keyboard, or touch. All while enabling you to simplify management as your IT team helps maintain security, control, and compliance.

Remove barriers to collaboration and communication.
Online or offline. With native Office applications for Windows, iOS, and Android operating environments, Microsoft Office 365 offers familiar Office experiences across almost any device city workers choose, from PCs to touch-enabled smartphones to tablets.

To help build safer communities, citizens can use mobile devices, tablets, or laptops to help them securely access online portals, where they can report community concerns and receive feedback on progress and resolution.

Share online files with people inside and outside of your agency. OneDrive for Business lets your staff securely store files, easily manage access to them, and extend editing permissions to authorized collaborators.

Take protect and serve to new levels

Sharing information across law enforcement teams is critical. But Richland PD faced a series of challenges. Officers took handwritten notes on the scene, then returned to the station to transfer those notes into data—memos, emails, and other electronic form factors. An inefficient and time-consuming process that slowed cross-departmental collaboration and decision making. Increased travel back and forth from field to station meant officers spent less time in the community.

To support department-wide collaboration and mobility—and to meet stringent, government-mandated Criminal Justice Information Services data protection requirements—Richland PD adopted Microsoft Office 365. The department’s most significant improvement? Successfully breaking down silos typically found in police organizations to establish a more creative, collaborative, communicative culture. And laying the groundwork to improve the speed and quality of departmental responsiveness to incidents.

Through Skype for Business Online, staff can locate members of the force, determine the appropriate level of support based on incident severity, and drive cross-team consensus. SharePoint Online provides real-time access to officer reports and crime bulletins to further streamline processes and information sharing. Microsoft Power BI enables Richland PD to analyze data and share results more rapidly, which ultimately results in smarter, more rapid decision making and the ability to implement crime-solving strategies more quickly. Greater insights into departmental costs translates into applying taxpayer dollars—and resources—more confidently and strategically to save time and costs.

Read the whole story.
Work even better together.

Over the past decade, social technologies—like Facebook, Twitter, and LinkedIn—have fundamentally altered the way we connect, communicate, and collaborate in our personal lives. We easily share rapidly expanding information. Communities come together organically to effect change.

Microsoft social technologies, delivering seamless experiences across Office 365 and Yammer, can help your agency build connections that transform collaboration and enable productivity to reach entirely new levels. When individuals with diverse experiences and expertise collaborate, new ideas and opportunities can surface to breathe fresh air into your city.

The speed and volume of available information make it a challenge for city workers, first responders, and clinicians to stay abreast of relevant discussions, changes, and updates. Yammer—your private social network—enables staff to follow people, conversations, and content from across your organization. Build relationships with subject matter experts across teams or departments. And leverage the valuable contributions of other team members. And with the Yammer mobile app, case workers, inspectors, and clinicians have the freedom to collaborate, keep up with important conversations, and access content—on the Windows, iOS, and Android devices they choose.  

Individually and collectively, your organization holds a wealth of intellectual property. Yammer Groups create workspaces that bring together people, conversations, and content in a single location. Group feeds serve up the latest information and updates, acting as a catalyst for conversations and collective idea creation, wherever team members work, within departments and across your organization.

Searching for internal information can take time away from getting the job done. You can enable city workers to discover relevant information and connections, when they need them. Office Delve displays information based on the work individual team members perform and the people they engage with. Relevance is based on insights delivered through Office Graph, employing sophisticated machine learning techniques to map the relationships between people, content, and activity across Office 365. As always, staff can view only the content they have permissions to access.
Collaborate beyond agency borders.

Reaching out to those beyond your agency can add valuable insights to help solve the complex challenges that face your city. Exchanging information between agencies and with citizens can aid first responders, health professionals, and officials in making timely, informed decisions. Helping to better protect and serve your community and beyond.

- Achieve more together. Yammer External Networks extends social productivity across organizational boundaries to let your teams create a dedicated online workspace to collaborate with people outside of your organization. Get input from other agencies and citizens in real time, so you can be better equipped to respond and adapt quickly to a rapidly changing world.

- Through social feeds from internal and external sources, enable staff to share ideas spontaneously and locate needed expertise. In the event of a natural disaster or public disturbance, citizens can report and share information through social platforms and mobile devices to keep communities informed and enable police, fire, and rescue personnel to take action quickly.

- With encryption to help secure and track governed information exchange between agencies, all parties can efficiently communicate on the fly, review and revise plans, stay up-to-date on investigations, and prepare for meetings—so everyone can make informed decisions with confidence.

- Through Skype-Skype for Business federation, accessible from Office 365, clinicians can extend telehealth, participating in video conferencing and exchanging instant messages with connected, global Skype users.

What’s next?

Consistent. Familiar. Intuitive. Microsoft CityNext productivity solutions—including Office 365—can help remove barriers that impede productivity. You can lower implementation costs. Speed city worker adoption. Create connections that facilitate teamwork and collaboration within and across your organization. Ultimately accelerating responsiveness to citizens.

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 existing 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.

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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 Certain features are restricted for legal reasons in certain countries.