

# Modernize Government Field Services

Transform service delivery



From the air we breathe, to the food we eat, to the roads and bridges we use, we trust the government to safeguard many important things. Inspections and compliance enforcement help them keep us safe. And these things happen in the field.

Paper-based processes can prevent government employees from viewing, capturing, and submitting information efficiently when they're in the field. This can lead to work delays, duplication of efforts, frustrated citizens, and added cost.

Apple can help government agencies improve field services with devices that are easy to use, reliable, keep data secure, offer a variety of powerful built-in tools and an ecosystem of apps, and are easy for IT teams to deploy and manage at scale.



## Productivity

iPad and iPhone and apps help employees remain productive wherever their work takes them. Microsoft Office is available on iOS and takes advantage of features like Multitasking and integrates with Apple Pencil. Employees can use iPad and Apple Pencil to capture notes, record inspection data, and create documents.

## Familiar and easy to use

Apple products have accessibility features at their core. With accessibility at heart of our design and best user experience, Apple products are a great choice to cater to multi-generational users.

[Learn more >](#)

## Secure by design

Apple devices are secure by design — meaning that end-to-end security is built-in and integrated throughout the hardware, software, and app ecosystem.

[Learn more >](#)

## Team collaboration and remote expertise

Your employees can connect with remote experts and other field crew through FaceTime, Microsoft Teams, WebEx, Zoom and more, anytime. This allows field-based teams to solve problems on the go and save multiple trips. It also ensures that crews who are mobilized to where they are needed the most have the tools they need to stay in touch.

## Easy to manage and deploy

Apple Business Manager allows you to deploy devices and apps and create Managed Apple IDs for every employee in one place. Apple devices support a modern deployment and management model, with streamlined wireless setup using mobile device management (MDM). This lets IT save time and resources while getting staff up and running in minutes. MDM allows government agencies to remotely enforce standards and perform routine maintenance without user interaction or physical access to the device.

[Learn more >](#)

Features are subject to change. Some features, applications, and services may not be available in all regions, all languages, or on all devices.

1. Data plan required. 5G and LTE are available in select markets and through select carriers. Speeds vary based on site conditions and carrier. For details on 5G and LTE support, contact your carrier and see [apple.com/iphone/cellular](https://apple.com/iphone/cellular).

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## Augmented reality and LiDAR

Powerful and intuitive iPad apps can transform field service operations. Field workers can use augmented reality to visualize underground elements, speeding up time to locate utility assets, and helping teams to accurately document location, faults, and work-order history. Data can be synchronized with backend systems, ensuring public asset records are always up-to-date.<sup>1</sup>

The iPad Pro, iPhone Pro, and iPhone Pro Max include LiDAR Scanner, which, combined with the pro cameras, motion sensors, pro performance, pro audio, and powerful apps, help make AR experiences faster and more accurate.

You can even train with virtual objects in augmented reality — providing context and connection with the environment and allowing trainees to interact with details in real time.

[Learn more >](#)

## Privacy built in

Every Apple product is built from the ground up to protect user privacy. We don't create user profiles, sell personal information, or share data with third parties to use for marketing or advertising. And apps share only the information that you authorize.

[Learn more >](#)

## Durable and reliable

Apple devices are durable and reliable and Apple's ecosystem of partners offer a variety of accessories that help protect devices in the most challenging environments.

## Field-based data collection

iPad is great at replacing paper-based workflows. Due to its size, portability, and cellular data connectivity, iPad enables workers to tackle nearly anything from nearly anywhere. iPad apps can digitize cumbersome procedures and streamline communications.

## 5G connectivity

5G brings a new level of performance for downloads and uploads, higher-quality video streaming, more responsive collaboration, and real-time interactivity, so many of the things government employees depend on every day to do their work. The iPhone 12 and iPhone 13 product lines and the iPad Pro support a huge range of 5G bands, including ultrawideband 5G— so government can enable employees 5G in more places.

## Environment

Apple products are designed to reduce impact on the planet while maximizing performance and strength. We are committed to being totally carbon neutral across our entire supply chain and products by 2030, are careful to design for energy efficiency, and work to make our products as recyclable as possible.

[Learn more >](#)

## Apple Professional Services and training

Apple Professional Services and online, self-paced training, reduces the burden on staff troubleshooting.

[Learn more about Apple Professional Services >](#)

[Learn more about online, self-paced training for IT >](#)

## Suggested devices and accessories

- iPad 10.2 inch 9th generation (WiFi + Cellular)
- iPad Pro 11 inch (WiFi + Cellular)
- Smart Keyboard Smart Keyboard Folio
- iPhone 12 portfolio
- iPad mini (WiFi + Cellular)
- Apple Pencil (2nd generation)
- Ruggedized case + Anti-glare screen glass

*For more information, please contact your Apple or Apple Authorized Reseller Representative.*

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