

PUBLIC SECTOR ORGANIZATIONS AND 5G

Five questions (and answers)



THE IMPACT OF 5G

What 5G can do



The transformative power of 5G can help change the daily routines of public sector organizations in significant ways, impacting how frontline mobile workers meet mission-critical goals and affect outcomes.

As these advanced 5G technologies are launched, here are five things that public sector organizations, including law enforcement, first responders and utilities, need to know.

1. What is 5G and what can it do?

5G technology combines speed, capacity and low latency (the time required for a packet of data to make the round trip between two points) allowing for faster data transmission that can meet the increasing demands for information. While 5G will coexist alongside 4G for now, the transformative promise of information delivered in near real time through 5G means frontline public sector workers can be empowered to make more informed decisions and act more quickly in situations where every second counts.



1 MILLION/km²

5G mobile broadband is expected to eventually support up to 10 times more devices than 4G, potentially enabling the connection of up to 1 million devices per square kilometer (or almost 2.6 million connections per square mile). Current 4G technology enables over 100,000 devices in the same area (or 260,000 in a square mile).¹

5G networks can provide the speed, scalable bandwidth, ultralow latency and capacity that public sector organizations can use to unleash new experiences, provide new services and reduce costs through greater efficiencies.



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How public sector organizations benefit



2. How does 5G benefit public sector organizations?

5G promises the public sector the ability to harness massive amounts of data for actionable insights and timely decision-making. Frontline mobile workers can boost efficiency and productivity through faster data transfers, smoother online content streaming, and higher-quality audio and video calls, and they can leverage near-real-time analytics to make decisions.

What has the potential to significantly empower public sector organizations is the integration of 5G with emerging technologies such as artificial intelligence (AI), Internet of Things (IoT) and edge computing. As more sensors and 5G-enabled devices collect public sector data, information processing and compute power move to the edge of the network, where events and work happen.

Specifically, 5G offers the potential to enhance productivity and efficiency of frontline public sector workers with:

- **Faster access to information**
- **The ability to access and transfer larger files and more data**
- **Complex modeling on the go**
- **Enhanced use of unmanned aerial vehicles (UAVs)**
- **Better AR/VR for emergency training and simulations**
- **And more**

Law Enforcement

The ability of an officer to instantly assess their surroundings could mean the difference between an officer down and citizens' safety in law enforcement. 5G has the potential to bring critical situational awareness to officers' fingertips through:

- **Technically advanced squad cars**—5G-connected squad car command centers could offer tremendous potential by bringing real-time access to data in the field. 5G-connected devices could help make officers' jobs less dangerous, less difficult and more efficient.
- **Drones**—UAVs offer the ability to report to incident commanders faster than piloted aircraft such as helicopters.
- **AI and smart cities**—Law enforcement agencies can sift through large amounts of data on criminal activity to perform threat assessments and allocate resources more effectively.
- **Data- and bandwidth-intensive AI tools**—5G can support applications that aid criminal investigations, enhance situational awareness and enable preventative policing, or for crowd and traffic control.
- **Remote collaboration**—Officers at the scene of an incident or remote consultants can share large volumes of data (such as videos) in near real time with other agencies, including fire departments, rescue squads and other public sector organizations as situations evolve.
- **Vehicle identification**—Officers can quickly and efficiently access up-to-date Department of Transportation metadata on vehicles to determine where a vehicle has been, and when.
- **Video analytics**—Law enforcement decision makers can gain real-time insights into emergency situations.

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Adopting and embracing 5G



3. Why should public sector agencies embrace 5G?

While public sector organizations already rely heavily on 4G and mobile solutions to help increase productivity and safety and deliver efficiencies, game-changing applications such as smart cities are emerging as 5G converges with edge computing, IoT, automation, AI and other powerful technologies. Public sector frontline workers stand to benefit in critical ways, extending into new capabilities for operating in dangerous environments that people can't typically access and enhancing how organizations collaborate and coordinate with each other.

93%

93% of people believe coordination between agencies is critical when responding to a crisis.²

Firefighting/EMS

When it comes to fire or emergency medical situations, seconds matter. With 5G-enabled devices operating on secure 5G networks, EMS and fire safety workers could experience:

- **Real-time collaboration**—First responders can collaborate faster and more effectively with other agencies including law enforcement, fire departments, rescue squads and other public sector organizations as situations evolve.
- **Faster, more data-intensive mobile applications**—5G can support faster use of mobile capabilities including CAD, routing and built-in GPS used with GIS to provide critical information such as physical location, the best route of travel and more.
- **Video communications**—Low-latency and high-bandwidth video calling can provide real-time insights for decision makers, or the opportunity to perform remote procedures as needed, when faced with emergency situations.
- **Drones**—Unmanned aerial vehicles can provide real-time intelligence about situations in locations that are difficult for humans to reach.

Citizens are now advocating with public sector organizations for the kinds of service and response that advanced technology and digital transformation can provide. According to a survey from Motorola, 88% of citizens globally want to see public safety transformed using advanced technology, and 71% say advanced technology such as video cameras, data analytics, cybersecurity and cloud computing is needed to address the challenges of the modern world.³

How unmanned aerial vehicles aid first responders

The dangerous conditions following a chemical factory explosion in Thailand put firefighters and residents at risk. When teams sent up UAVs, they were able to provide crucial situational awareness intelligence that allowed responders on the ground to coordinate evacuations and safely put out the fires.⁴

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Security and preparation



4. What about security?

The considerable expansion of wireless services that will come with 5G also presents new security challenges. As the number of sensors and devices increases with new 5G applications, so will the attack surface for cyberthreats.

Security was built into 5G from the ground up. New internet security protocols have been integrated with 5G architecture, adding new mutual authentication capabilities, enhanced subscriber identity protection and additional security mechanisms, all of which enable greater interoperability among devices and organizations.⁵

5G enables several significant security enhancements compared to its predecessors:⁶

- **More identity protection capabilities**
- **More robust encryption**
- **Enhanced authentication support between networks and devices on modernized, virtualized systems**

Organizations can begin now to protect their networks and devices by adopting zero-trust security policies and developing a security-first IT culture. And as more 5G-enabled devices are integrated, agencies can develop virtual security policies and use AI to automate threat mitigation, helping to prevent attacks before they happen.⁷

Energy and Utilities

As energy and utilities undergo significant evolution in the quest for more sustainable processes and resources, they need solutions that can deliver near-real-time data transmission and access. 5G could help them achieve the speed and efficiency they need, through:

- **An enhanced remote workforce**—Field workers can stay in close touch with HQ and each other using AR/VR headsets and high-definition video, which allow them to troubleshoot in real time, consult experts on the fly and remotely train new personnel.
- **Support for smart cities applications**—5G can give utilities the opportunity to develop new revenue streams in the form of solutions for smart lighting, smart traffic, video surveillance and more.
- **Improved smart meters**—With the ultralow latency and high speed that 5G can provide, utilities can track and report on the stats of every device in the home that consumes energy, giving consumers granular awareness and insight into their behaviors.
- **Real-time, unmanned asset monitoring**—Drones equipped with lidar and high-definition image capture can keep close watch on power or water pipelines across massive unpopulated or wilderness areas that are difficult for human workers to navigate.
- **More effective demand management and load balancing**—When managing distributed energy resources, utilities can collect data from billions of devices to monitor usage and peak demand periods and adjust capacity as needed by the second.



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How to get started



5. What can your organization do now to prepare for 5G?

5G networks will not replace 4G LTE networks but will complement them for years to come.⁸ But public sector organizations can prepare now for 5G by incorporating 5G into their strategy for digital transformation, including expanded mobile and an approach to additional cybersecurity.

There are several questions you can ask as you consider how 5G might help your organization:

- **What am I trying to solve with 5G?**
- **What would my organization be able to do that we can't do now?**
- **What if we wait to utilize 5G?**
- **Are we prepared to implement 5G?**
- **What mobile devices do we need to utilize 5G?**

Having a supportive and virtualized infrastructure that includes cloud, network automation and multi-access edge computing will be key.



PANASONIC CONNECT AND VERIZON

Panasonic Connect has been an industry leader in rugged mobile solutions for decades, helping frontline workers in law enforcement, fire, EMS and utilities change the way they work.

Panasonic TOUGHBOOK rugged mobile devices, combined with Verizon 5G, America's most reliable 5G network,⁹ provide the durability, dependability and reach that public sector workers need to stay connected in the harshest environments.

Carrier-approved wireless modules are integrated into TOUGHBOOK products to ensure peak performance. The complete TOUGHBOOK product portfolio of laptops, 2-in-1s, tablets and handhelds is certified by Verizon to operate on its network.

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5. "Securing the 5G Era." GSMA (2022)
6. "What is 5G Security." AT&T (September 14, 2021)
7. "6 Ways to Ready Your Customers for 5G Security Challenges." Channel Futures (April 2021)
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Find out more



Find out more about how Panasonic Connect and Verizon are already helping public sector organizations realize the full benefits of 5G.

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