Enhance Performance and Security of Online Citizen Services

Akamai Provides Layered Solutions to Keep Pace with Modern Digital Service Environments

The Biden Administration's 2021 Executive Order 14058 holds the public sector to a high standard: "Government must be held accountable for designing and delivering services with a focus on the actual experience of the people whom it is meant to serve." By shifting the focus to the user experience, agencies can deliver on their mission while building trust among the public.

Citizen services should be simple to use, accessible, equitable, protective, transparent, and responsive. To meet those evolving needs, government agencies continue to invest in providing more resilient and personalized experiences.

Meeting evolving citizen expectations around security and personalization

Akamai offers a massively distributed edge and cloud platform that creates robust, personalized, and protected user experiences. This approach moves those elements closer to end-users and keeps threats further away. As a result, agencies can focus on citizen expectations through services such as geolocation, virtual waiting rooms, and reliable accessibility across varying end-user devices to obtain content. The Akamai solution is:

- **Responsive and nimble:** Our advanced, multi-layered solutions reduce latency and eliminate bottlenecks by offloading compute and service innovation closer to the end user. Akamai's network of global servers ensures that content and code are always securely close to citizens, regardless of internet conditions.

- **Secure:** We provide defenses that adapt to threats in real time with automatic detection, enabling more personalized experiences with a new level of protection.

- **Flexible:** Our Web Application and API Protection (WAAP) security platform focuses on adaptation, including communication between DevOps and security. It's also cloud-agnostic, creating a level of flexibility that meets the needs of any environment.

Powering and protecting agencies online

- 1,400+ networks
- 330,000 servers
- 4,200 locations
- 135 countries

Benefits

- Allow developers to read and write data quickly
- Extend application logic to the edge
- Provide ubiquitous protection for modern digital service environments

User-focused service experiences

Akamai helps ensure 100% SLA availability and consistent performance across traffic spikes, updates, and more. This is especially critical for effectively managing citizen experiences like digital waiting rooms or unemployment queues. EdgeWorkers, EdgeKV, and WAAP accelerate and facilitate website, application, and API modernization with enhanced functionality for users. They combine to:

- **Create seamless experiences for end-users:** Ensure smooth delivery of citizen services while maintaining fast, secure, and effortless data access.

- **Reclaim developer time while delivering high-performing services:** Akamai's comprehensive edge compute and security services integrate seamlessly into DevSecOps workflows, streamlining operations and maximizing efficiency.

- **Provide complete visibility and automated protections:** With a decentralized platform, save time and reduce the need for expensive, redundant roundtrips to centralized clouds and data centers.

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Akamai is helping agencies make an impact through:

- Digital waiting rooms and redirects

- Geolocation services

- Deeper levels of personalization with dynamic content and geolocation-based personalization microservices
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Providing cutting-edge security

Akamai offers a single, powerful platform that adapts in real time to incoming threats. Solutions like WAAP continuously update to provide cutting-edge security against evolving risks. With decentralized databases, each app, website, or API doesn't require referencing a core framework or infrastructure, increasing defense against external threats. To keep data requests secure, WAAP keeps threat lists updated in near real time to shield requests from bad actors.

Learn More

To meet evolving citizen expectations, Akamai's single, powerful platform puts the focus on the end-user. Reinforce those services with robust security systems while freeing your developers to focus on innovation. Learn more about how Akamai protects and personalizes the user experience.

Visit Akamai Public Sector **and get started today.**